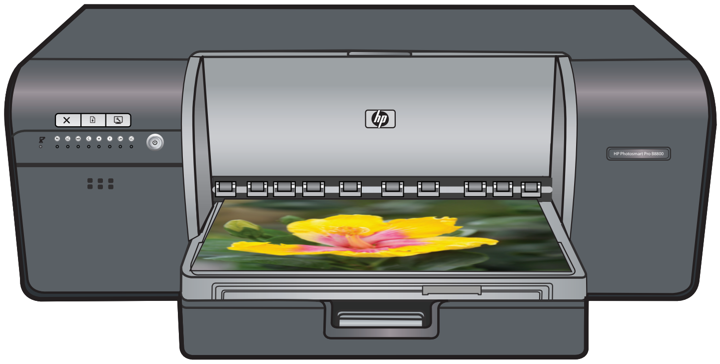
HP Photosmart Pro B8800 series

使用手册

User Guide



HP Photosmart Pro B8800 series

HP Photosmart Pro B8800 series 使用手册

简体中文

目录

1 欢迎使用

感谢您购买 HP Photosmart Pro B8800 series 打印机。

此打印机是专门为专业摄影师和严谨的业余摄影师而设计的，其打印出的照片色彩鲜艳、明亮、真实且不易褪色，在与 HP 高级照片纸配合使用时效果更好。

查找更多信息

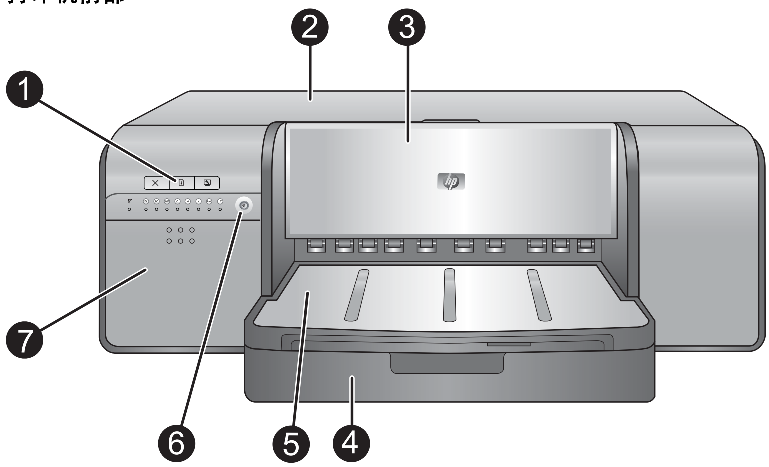
本打印机随附下列文档：

- **安装说明**：请首先阅读此文档。安装说明介绍如何安装打印机和 HP Photosmart 软件。此文档可能称为《快速入门手册》或《安装手册》，具体取决于您所在的国家／地区、您的语言或打印机型号。
- **HP Photosmart 软件 CD**：HP Photosmart 软件 CD 包含一个详细的动画“快速入门教程”。CD 中的动画“快速入门教程”提供了安装打印机和安装软件的说明。CD 也包含打印机驱动程序和其他运行打印机必需的软件。
- **使用手册**：《使用手册》是您正在阅读的这本手册。这本书描述了打印机的基本功能，并包含疑难排解信息。
- **屏幕帮助**：屏幕帮助提供了关于 HP Photosmart 所有功能的详细使用说明。它提供了完整的打印机规格和疑难排解信息。
  在计算机上安装 HP Photosmart 软件后，请打开并浏览屏幕帮助：
  - **Windows**：从“开始”菜单选择“程序”或“所有程序”，依次指向“HP”、“HP Photosmart Pro B8800 series”，然后单击“HP Photosmart 打印机帮助”。
  - **Mac**：在 Finder 中依次选择“帮助”和“Mac 帮助”，然后再依次选择“库”和“HP 产品帮助”。
- “HP 解决方案中心”（仅限 Windows）：HP 解决方案中心提供所有 HP 设备的相关信息。同通过访问 HP 解决方案中心来执行以下操作：
  - 了解打印机及其软件的信息并查看疑难排解方法，包括提示性的**如何**？动画。
  - 检查打印机状态并访问打印机“工具箱”以获取维护实用工具
  - 更新打印机软件
  - 更改打印机设置
  - 订购耗材
  - 启动 HP Photosmart 软件
  在计算机上安装 HP Photosmart 软件后，请打开并浏览 HP 解决方案中心。
  - 右键单击 Windows 任务栏中的“HP 数字图像处理程序”图标，然后单击“启动／显示 HP 解决方案中心”。

注意 在本《使用手册》中，**打印机软件**是指打印机随附的 CD 上的 HP Photosmart 软件。**打印机驱动程序**是控制打印机的打印机软件的一部分。

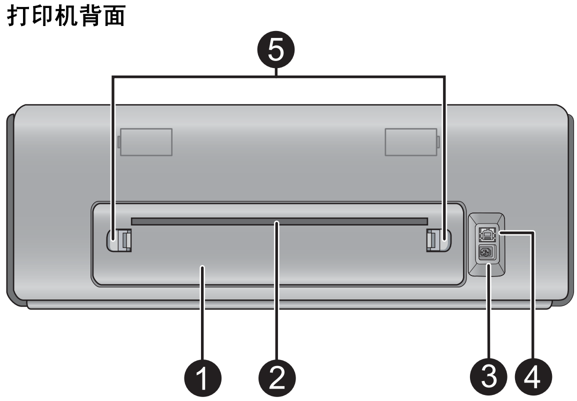
打印机部件

打印机前部



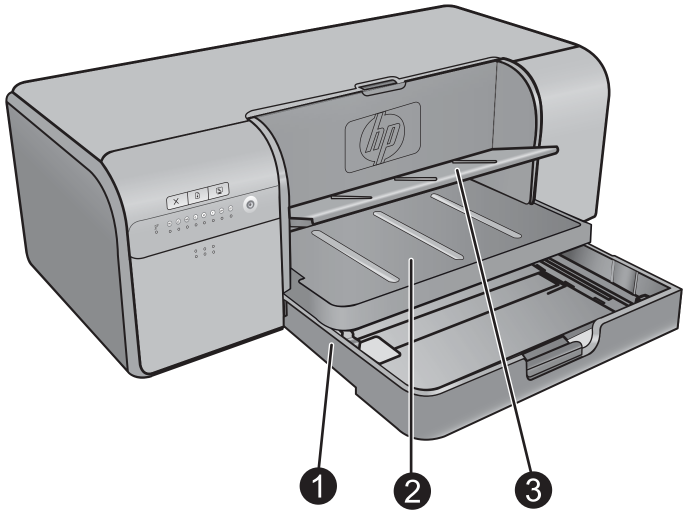
1	**控制面板和指示灯**：使用控制面板上的按钮可打开计算机上的“工具箱”、重新开始或取消打印作业和响应计算机屏幕上的提示。查看指示灯可检查打印机状态。有关指示灯的详细信息，请参阅错误状态和指示灯行为。
2	**顶盖**：将其抬起可以检修打印头并清除卡纸。
3	**专用介质纸盒**（闭合时）：将其放下可插入单页较厚的介质，如卡片材料或画纸。如果希望介质平直地通过打印机而不发生弯曲，请使用此纸盒。放入的介质厚度不能超过 0.7 mm，或者每次放入的介质不能多于一页。
4	**主纸盒**：可在此纸盒中放入一叠普通纸或照片纸进行打印。
5	**出纸盒**：此处输出打印作业。为了更方便地使用主纸盒，可以向外滑动出纸盒并将其取出。
6	**“开 / 关机”按钮**：按下按钮以打开打印机。
7	**墨盒门**：按下墨盒门上部的凸块可将其打开以便插入或取出墨盒。

打印机背面



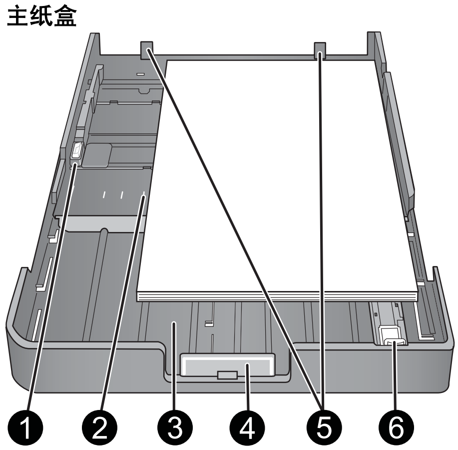
1	**后盖**：取下此门可清除卡纸。
2	**后方纸槽**：来自专用介质纸盒的打印作业首先返回并通过这个纸槽，然后才输出到打印机前部的出纸盒。检查打印机后部是否有足够的空间，确保纸张能够畅通无阻地返回并通过纸槽。在使用专用介质纸盒打印时，应该在打印机后部留出相当于所用介质纸长度的空间。
3	**电源线接口**：通过该接口可连接打印机随附的电源线。
4	**USB 端口**：使用此端口将打印机连接到计算机。
5	**后盖释放装置**：按下后方纸槽两端的释放装置可以取下后盖。

纸盒



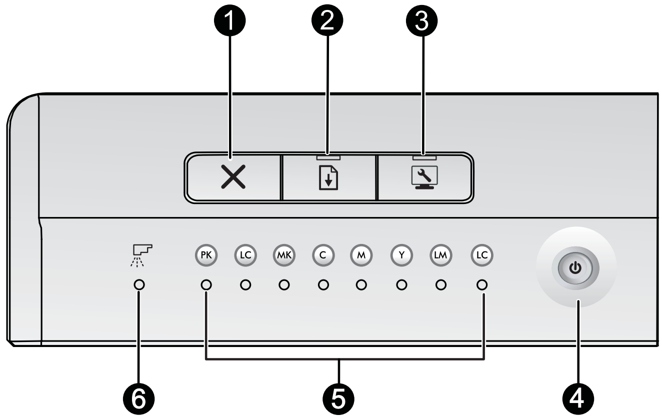
1	**主纸盒**：在此纸盒中放入一叠照片纸、普通纸或其他非硬质介质进行打印。将介质**打印面朝下纵向**放入纸盒。根据放入的纸张尺寸，捏住主纸盒释放装置并延长或缩短主纸盒。
2	**出纸盒**：此处输出打印作业。为了更方便地使用主纸盒，请向外拉出纸盒并将其取出。
3	**专用介质纸盒**（打开时）：在这个纸盒中插入单页较厚的介质，如卡片材料。这个纸盒中的介质会平直地通过打印机，不发生弯曲。**令打印面朝上**放入介质。放入的介质厚度不得超过 0.7 mm。要学习如何使用此纸盒，请参阅从专用介质纸盒打印（单页进纸）。

主纸盒



1	**纸张宽度导板**：按下导板前面的按钮并来回滑动以调节导板使其紧靠纸盒中的纸张左边缘。
2	**纸张尺寸标记**：参考这些标记以正确的方向放入纸张。
3	**主纸盒延长板**：展开主纸盒以放入大尺寸的纸张。完全展开后，主纸盒可以放入的最大纸张尺寸为 33 x 48.3 cm（13 x 19 英寸）。
4	**主纸盒释放装置**：捏住释放装置并向外拉以展开或缩回主纸盒延长板，或者从打印机上取下纸盒。
5	**纸张止块**：将纸张与这些止块对齐以使其正确送入打印机。
6	**纸张长度导板**：调节该导板，使其紧靠纸盒中的纸张末端。

控制面板



1	**取消**：按此按钮可停止当前打印作业、打印头校准或颜色校准。
2	**重新开始**：如果打印机缺纸或出现卡纸，则**重新开始**指示灯会闪烁。放入纸张或清除卡纸后，按**重新开始**按钮可重新开始打印。当放下专用介质纸盒时，**重新开始**指示灯应该呈现稳定的琥珀色。将介质放入专用介质纸盒后，按**重新开始**按钮可开始打印。
3	**工具箱**：按一次此按钮可在计算机屏幕上打开打印机“工具箱”(Windows) 或 HP 打印机实用程序 (Mac)。如果打印机正忙于打开“工具箱”或 HP 打印机实用程序，则琥珀色的**工具箱**指示灯会缓慢闪烁。
4	**开** / **关机**：打印机开启时，此**开** / **关机**指示灯呈现稳定的蓝色。当打印机忙时，此**开** / **关机**指示灯会缓慢闪烁，当一个或多个打印机盖打开时，此指示灯会快速闪烁。
5	**墨盒指示灯**：这八个指示灯指示每个单独墨盒的状态。指示灯持续点亮表示相应的墨盒墨水量可能不足。指示灯闪烁表示相应的墨盒可能已耗尽墨水、缺失、损坏或不兼容。
6	**打印头指示灯**：当打印机正忙于自检、校准打印头或执行颜色校准时，打印头指示灯呈现稳定的琥珀色。当打印头缺失、损坏或不兼容时，打印头指示灯会闪烁。为了说明四个打印头中哪一个出现了问题，与受影响的打印头颜色相对应的两个墨盒指示灯也将会闪烁。

2 基本打印

本节说明如何将介质放入纸盒、更改打印机设置以及从计算机打印。

纸盒

打印机具有两个纸盒，分别用于放置纸张和其他介质：

- **主纸盒**：主纸盒可以放入多页介质并自动将每页介质送入以进行打印。因为当介质从这个纸盒通过打印机时会发生弯曲，所以只能放入较薄而且有柔性的介质。
- **专用介质纸盒**：专用介质纸盒主要用于较厚、没有柔性的介质。这个纸盒中的纸张会平直地通过打印机，不发生弯曲。使用专用介质纸盒时，请清空打印机后面的空间，使其至少与要打印的介质长度相等。一次在此纸盒中放入一页介质，并确保介质的厚度不超过 0.7 mm。

任何可以在主纸盒中使用的介质也可以在专用介质纸盒中使用。但是，一些在专用介质纸盒中受支持的介质类型不能放入主纸盒。

提示 如果想避免更换主纸盒中的整叠纸张，可使用专用介质纸盒在较轻且柔软的纸张上进行小型打印作业。

下表总结了两种介质纸盒之间的区别，并就如何确定使用哪种纸盒来执行特定打印作业提供了指导。

特性	主纸盒	专用介质纸盒
进纸	多页	单页
走纸通道	弯曲的走纸通道	顺直的走纸通道
介质	薄且柔软	厚度（不超过 0.7 mm）
介质方向	打印面朝下	打印面朝上
支持的纸张尺寸	7.6 x 12.7 cm - 33 x 48.3 cm （3 x 5 英寸 - 13 x 19 英寸）	7.6 x 12.7 cm - 33 x 111.8 cm （3 x 5 英寸 - 13 x 44 英寸）

使用下列准则确定放入特定类型介质的具体纸盒：

介质	主纸盒	专用介质纸盒
照片、喷墨和普通纸 示例：HP 高级照片纸、HP 专业绒面照片纸、小册子纸、照片纸、喷墨纸和普通纸。	推荐	支持
数字优质美术纸 <220 gsm 示例：摄影纯棉纸	支持	推荐
数字优质美术纸 >220 gsm 示例：画纸；摄影纯棉纸；水彩纸	不支持	推荐
厚度超过 0.7 mm 的任何介质	不支持	不支持

注意 使用专用介质纸盒前无需将主纸盒中的介质取出。

请参阅选择正确的纸张或其他介质了解打印机使用的具体的纸张类型。

选择正确的纸张或其他介质

要获得可用的 HP 喷墨打印纸的列表，或者要购买耗材，请访问：

- www.hpshopping.com（美国）
- www.hp.com/eur/hpoptions（欧洲）
- www.hp.com/jp/supply_inkjet（日本）
- www.hp.com/paper（亚太地区）

注意 此打印机不支持 HP 优质照片纸和 HP 特优照片纸。

要从打印机获得最佳而且持久的效果，请选择下列高质量纸张。

打印	使用这种纸张或介质
优质持久的打印件和扩印件	HP 专业绒面照片纸 HP 高级照片纸（这种照片纸有多种纸面，包括光面和绒面 / 软光面。并非所有的国家 / 地区都提供全部纸面种类的 HP 高级照片纸，也并非每种纸张尺寸的 HP 高级照片纸都具有全部纸面种类。）
颜色校准和打印头校准	HP 高级照片纸 - 光面
来自于电子邮件和 Web 的临时照片	普通纸
文本文档、草稿、测试页	普通纸

注意： 将纸张保存于原始包装内或可以重新密封的塑料袋内以避免过度卷曲，如果纸张过度卷曲，将无法正常送纸。未打印时，不要将介质留在主纸盒中，因为介质暴露在空气中会发生卷曲。

专用介质

打印机在各种 HP 或非 HP 的专用介质上打印。对这里所列出的一些类型进行试验以获得特殊效果：

- HP Hahnemühle 精细美术纸
- HP Hahnemühle 水彩纸
- HP Aquarella 美术纸
- HP 无光油画纸
- 摄影纯棉纸

有些介质类型可能不会在所有国家 / 地区提供。请咨询当地的介质供应商。

⚠ **警告** 请不要放入厚度超过 0.7 mm 的介质，因为它会损坏打印机。

支持的尺寸

HP Photosmart 支持的纸张尺寸有多种，包括：

纸张类型	尺寸
公制	10 x 15 cm（带或不带裁边），10 x 30 cm 宽型、13 x 18 cm，A3，A4，A5，A6，B4，B5，E
英制	索引卡 3 x 5 - 5 x 8 英寸、3.5 x 5 - 12 x 12 英寸，4 x 6 英寸（带或不带裁边）、宽型 4 x 10 英寸 - 4 x 12 英寸、13 x 19 英寸 (B+)
美制	Letter，Legal，Executive，Tabloid
日制	L，2L，Hagaki，Ofuku Hagaki
信封	10 号信封，A2 信封，C6 信封，DL 信封

（续）

纸张类型	尺寸
条幅纸	最大 33 x 111.8 cm **注意** 要了解如何打印条幅，请访问 HP 专业摄影师网站上的“资源中心”， 网址为 www.hp.com/go/prophoto。在页面顶部选择您所在的国家 / 地区。

⚠ **警告** 请不要放入厚度超过 0.7 mm 的介质，因为这会损坏打印机。

从主纸盒打印

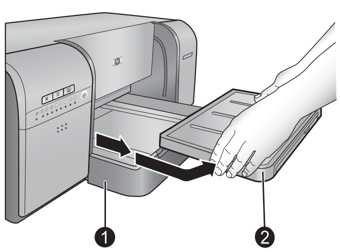
要了解可放入主纸盒中的介质类型，请参阅纸盒。

⚠ **警告** 不要将画纸或其他重量超过 220 GSM 的数字优质美术介质放入主纸盒，因为这样做会损坏打印机和介质。请改用专用介质纸盒。

注意 若要从主纸盒打印，必须将专用介质纸盒关闭。

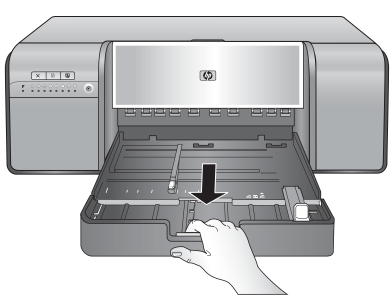
从主纸盒打印

1. 用双手握住出纸盒两侧并向外滑动以完全取下纸盒。现在可以使用主纸盒了。



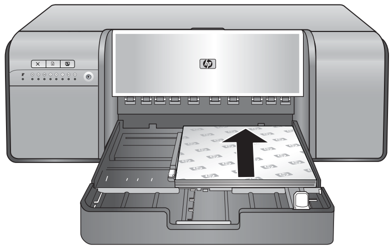
1	主纸盒
2	出纸盒

2. 移动纸张宽度导板和纸张长度导板至其最远位置，以便为纸张留出空间。
3. 将纸张放入主纸盒。
   a. 为了易于使用或放入较大尺寸的介质，请捏住主纸盒的释放装置并向外拉以展开主纸盒。

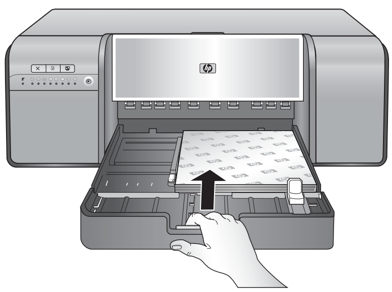


   提示 您可以根据需要从打印机上取下纸盒，具体方法是用双手抓住纸盒两侧并将其向外拉出。

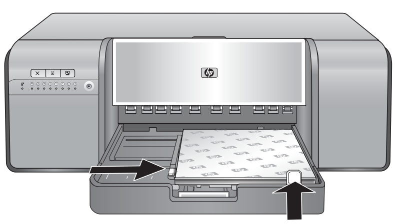
   b. 在主纸盒中放一叠纸，**放入的纸应为纵向并且打印面朝下**。将纸张与纸盒的右侧以及后部的纸张止块对齐。检查纸叠是否超过纸张宽度导板的高度。



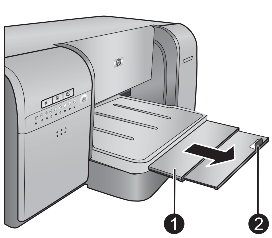
c. 如果要展开或取下主纸盒来放入纸张，请捏住释放装置并推动主纸盒延长板直到它抵住纸张末端，然后将纸盒推入打印机使其完全卡住。**请确保首先调节主纸盒的长度并将其在打印机中复位，然后调节纸张长度导板和纸张宽度导板，否则会出现卡纸**。



4. 调节纸张宽度导板和纸张长度导板直到其轻轻靠在纸张的边缘。



5. 检查纸盒中的纸张是否平整。
6. 更换出纸盒。如果使用尺寸大于 21.6 x 28 cm 的纸张打印，请一只手抓住出纸盒，用另一只手拉出延长板，这样便可拉出出纸盒延长板。抬起纸张托架。



1	出纸盒延长板
2	纸张托架

7. 在计算机的打印机驱动程序中，选择与放入的介质类型相匹配的纸张类型。有关打印机驱动程序的详细信息，请参阅从软件程序中打印。

8. 请确保打印机驱动程序中的**纸张来源** (Windows) 或**来源** (Mac) 设置设为“主纸盒”或“自动选择”，这样打印机将送入主纸盒中的介质。

   注意 选择了**纸张类型**后，驱动程序会自动将**纸张来源** (Windows) 或**来源** (Mac) 设置为推荐的纸盒。对于某些介质类型，您可以更换推荐的纸张来源设置。但是，如果出现黄色的警告符号 **(Windows)**，或者驱动程序不允许使用该选项 **(Mac)**，则请改用专用介质纸盒，以避免打印机损坏或打印质量变差。有关从专用介质纸盒打印的信息，请参阅从专用介质纸盒打印（单页进纸）。

9. 从计算机发送打印作业。

注意 如果主纸盒中使用的不是 HP 品牌的蜡光纸，而且打印机不送纸或一次送入多张，请试着将主纸盒中的页数减少到 20 张，或者使用专用介质纸盒一次打印一张。

从专用介质纸盒打印（单页进纸）

要了解可放入专用介质纸盒的介质类型，请参阅纸盒。

建议在使用昂贵的专用介质打印之前，先在专用介质纸盒中放入单张普通纸试着打印图像或文档。

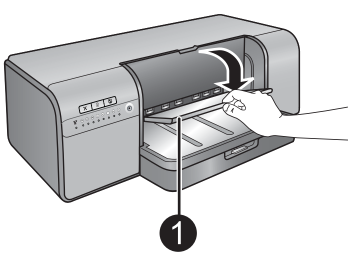
注意 使用专用介质纸盒前无需将主纸盒中的介质取出。

从专用介质纸盒打印

1. 检查打印机后部是否有足够的空间，确保纸张能够返回并通过后方纸槽。打印机后部的空间应相当于要打印的纸张长度。

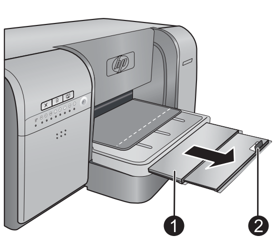
   注意 不要将纸张放入后方纸槽。

2. 放下特殊介质纸盒。
   当打印机将打印头支架抬起来以准备从专用介质纸盒打印时，**重新开始**指示灯会闪烁。当**重新开始**指示灯停止闪烁时，您就可以将介质放入纸盒了。



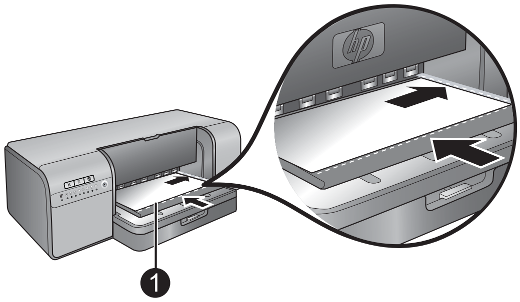
1	专用介质纸盒（单页进纸）

3. 请拉出出纸盒延长板，具体方法是用一只手握住出纸盒，然后用另一只手拉出延长板。抬起出纸盒延长板末端的纸张托架以免纸张掉落到地面。



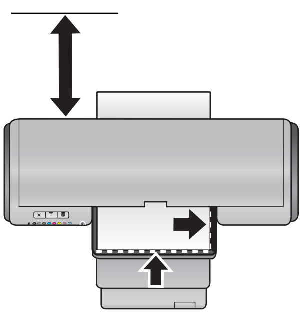
1	出纸盒延长板
2	纸张托架

4. 将一页纸**打印面朝上纵向**放入专用介质纸盒中。将介质送入打印机直到介质**后**边缘（靠近外侧的一边）与纸盒上的白色虚线对齐。介质的右边缘要与**纸盒**的**凸边**对齐，而不是与打印机的侧边对齐。介质未对齐会引起歪斜或其他打印问题，包括卡纸。

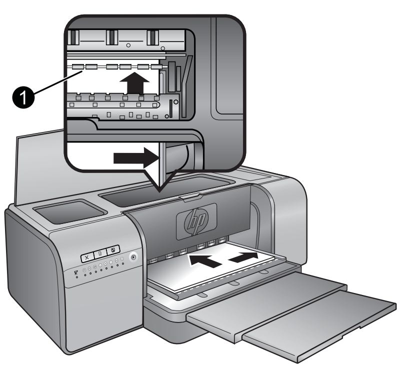


1	专用介质纸盒（单页进纸）

对于大尺寸介质，会通过打印机背面的后方纸槽输出。



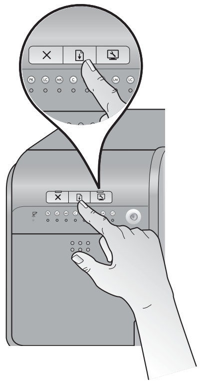
注意：如果要在画纸上打印，或者如果介质轻微卷曲，请打开顶盖检查介质是否顺利送入辊子下面。请确保将顶盖再次合上。



1	辊子

注意：如果介质不够平整，无法进行打印，则会出现卡纸。要在打印前将介质页抚平，请将介质放入塑料袋中，并小心将其按与卷曲相反的方向弯曲。

5. 按打印机上的 按钮。



6. 在计算机的打印机驱动程序中，选择与放入的介质类型相匹配的纸张类型。有关打印机驱动程序的详细信息，请参阅从软件程序中打印。
7. 请确保打印机驱动程序中的**纸张来源** (Windows) 或“来源”(Mac) 设置设为“专用介质纸盒”，这样打印机将送入该纸盒中的介质。

   注意 当您选择了**纸张类型**后，驱动程序会自动将**纸张来源** (Windows) 或**来源** (Mac) 设置为推荐的纸盒。对于某些介质类型（比如照片纸，对于这种纸很少用单页进纸），推荐的来源为主纸盒，但是您也可以将其放入专用介质纸盒。如果想要通过专用介质纸盒在这些介质上打印，则需要更改推荐的纸张来源设置。

8. 从计算机发送打印作业。

从软件程序中打印

按照下列步骤使用基本打印机设置打印照片或文档。要更改设置，请参阅更改打印设置。要使用更多的高级颜色管理设置，请参阅颜色管理。

从软件程序打印 (Windows)

1. 确保已正确放入纸张。
2. 在软件程序的“文件”菜单中，单击“打印”。
3. 选择 HP Photosmart Pro B8800 series 作为打印机。如果已经将 HP Photosmart Pro B8800 series 设为默认打印机，可以跳过这一步。将会自动选择 HP Photosmart Pro B8800 series。
4. 如果需要更改设置，请单击相应按钮，打开“属性”对话框。根据所使用的软件程序，该按钮可能叫作“属性”、“选项”、“打印机设置”或“打印机”。
5. 使用“高级”、“打印快捷方式”、“功能”以及“颜色”选项卡中提供的功能为打印作业选择合适的选项。

   提示 通过在“打印快捷方式”选项卡上选择一个预定义的打印任务，可以轻松地为打印作业选择合适的选项。在“打印快捷方式”框中单击一种打印任务。该打印任务类型的默认设置已设置好，其摘要显示在“打印快捷方式”选项卡中。如有必要，可以在此处调整设置，或在“属性”对话框的其他选项卡上更改设置。

6. 单击“确定”关闭“属性”对话框。
7. 单击“打印”或“确定”开始打印。

从软件程序打印 (Mac OS X v10.4)

1. 从软件应用程序的“文件”菜单中，选择“页面设置”。
   将出现“页面设置”对话框，在该对话框中，可以指定纸张尺寸、打印方向和缩放比例。
2. 确保选中 HP Photosmart 打印机。

3. 指定页面属性：
    - 选择纸张大小。
    - 选择打印方向。
    - 输入缩放百分比。
4. 单击“确定”。
5. 从软件程序的“文件”菜单中，选择“打印”。
   将出现“打印”对话框，并且其中的“份数和页数”窗格已打开。
6. 根据项目需要，在弹出式菜单中更改打印设置选项。

   注意 打印照片时，必须为正确的纸张类型和照片增强选择选项。

7. 单击“打印”开始打印。

从软件程序打印 (Mac OS X v10.5)

1. 从软件应用程序的“文件”菜单中，选择“打印”。
   将出现“打印”对话框。
2. 确保选中 HP Photosmart 打印机。
3. 指定页面属性：
    - 选择纸张大小。
    - 选择打印方向。
    - 输入缩放百分比。
4. 要更改其他选项（如纸张类型），请从靠近对话框底部的“应用程序”弹出菜单中选择这些选项。

   注意 打印照片时，必须为正确的纸张类型和照片增强选择选项。

5. 单击“打印”开始打印。

更改打印设置

阅读本节，了解打印机驱动程序中的可用打印设置。您也可以在用于 Adobe Photoshop 7、CS 和 CS2 的 HP Photosmart Pro 打印插件中调整打印设置。有关详细信息，请参阅使用用于 Adobe Photoshop®（仅限 7.0、CS 和 CS 2 版）的 HP Photosmart Pro 打印插件。

有关 HP 打印机驱动程序的详细信息，请参阅屏幕帮助：

- **Windows**：右键单击 Windows 任务栏中的“HP 数字图像处理程序”图标，然后选择“启动 / 显示 HP 解决方案中心”。从 HP 解决方案中心主页底部，单击“帮助”选项。在**其他来源**区域，指向“文档”，然后选择“屏幕指南”。同样，在打印对话框中，右键单击任何选项并单击“这是什么？”框可以详细了解该选项。
- **Mac**：在 Finder 中依次选择“帮助”和“Mac 帮助”，然后再依次选择“库”和“HP 产品帮助”。

选择打印质量选项

选择打印质量 (Windows)

1. 打开“打印机属性”对话框。
2. 单击“功能”选项卡。
3. 在“打印质量”下拉列表中，为项目选择合适的速度和质量设置：
    - “快速草稿”：使用最少量的墨水以最快打印速度进行打印。
    - “一般”：提供打印质量和速度的最佳平衡。这是适用于多数文档的设置。

- “最佳”：提供高质量打印。
- “最大 dpi”：提供高质量的清晰图像，但比使用“最佳”打印质量设置进行打印花费的时间长，并且需要大量磁盘空间。当使用最大 dpi 的打印质量设置进行打印时，为提高照片中的色彩匹配和细节质量，请使用 HP 高级照片纸。

选择打印质量 (Mac)

1. 打开“打印”对话框。
2. 选择“纸张类型 / 质量”窗格。
3. 单击“纸张”选项卡。
4. 从“质量”弹出式菜单中，为项目选择合适的速度和质量设置。
   - “快速”：以最快的速度打印。
   - “一般”：提供打印质量和速度之间的最佳平衡。这个设置适用于大部分文档。
   - “最佳”：进行高质量的打印。
   - “最大 dpi”：提供高打印质量和锐利的图像，但比使用“最佳”打印质量设置打印所需要的时间要长，且需要较大的磁盘空间。

设置纸张类型

打印时的默认纸张类型设置以选择的打印快捷方式为依据。如果要在特殊纸张上打印，则可以在“打印机属性”对话框中更改纸张类型。

选择特定纸张类型 (Windows)

1. 打开“打印机属性”对话框。
2. 单击“功能”选项卡。
3. 从“纸张类型”下拉列表中选择纸张类型。如果所放入的纸张类型未列出，请添加自定义纸张类型。有关添加自定义纸张类型的详细信息，请参见屏幕帮助。

   注意 当您选择了“纸张类型”后，驱动程序会自动将“纸张来源”设置为推荐的纸盒。根据您使用的纸张类型，更改推荐的“纸张来源”设置可能会导致打印机或介质损坏。有关详细信息，请参阅纸盒。

4. 选择您需要的任何其他印设置，然后单击“确定”。

选择特定纸张类型 (Mac)

1. 打开“打印”对话框。
2. 选择“纸张类型 / 质量”窗格。
3. 单击“纸张”选项卡。
4. 从“纸张类型”弹出式菜单中，单击相应的纸张类型。

   注意 当您选择了纸张类型后，驱动程序会自动将“来源”设置为推荐的纸盒。根据您使用的纸张类型，更改推荐的“来源”设置可能会导致打印机或介质损坏。有关详细信息，请参阅纸盒。

5. 选择您需要的任何其他打印设置，然后单击“打印”。

选择纸张来源

打印机提供两种纸张来源：

- 主纸盒
- 特殊介质纸盒

注意 当您选择了纸张类型后，驱动程序会自动将“纸张来源”(Windows) 或“来源”(Mac) 设置为推荐的纸盒。根据您使用的纸张类型，更改推荐的“纸张来源”或“来源”设置可能会导致打印机或介质损坏。有关详细信息，请参阅纸盒。

选择纸张来源 (Windows)

1. 打开“打印机属性”对话框。
2. 单击“功能”选项卡。
3. 从下拉列表中选择下列选项之一：
   - “自动选择”：从主纸盒打印。
   - “主纸盒”：从主纸盒打印。
   - “特殊介质纸盒”：从特殊介质纸盒打印。

选择纸张来源 (Mac)

1. 打开“打印”。
2. 选择“纸张类型 / 质量”窗格。
3. 在““纸张来源””弹出式菜单中，点按下列选项之一：
   - “主纸盒”：从主纸盒打印。
   - “专用介质纸盒”：从专用介质纸盒打印。

灰度打印

要得到生动的黑白照片，您可以在灰度方式下打印文档或照片。

灰度打印 (Windows)

1. 打开“打印机属性”对话框。
2. 单击“颜色”选项卡，然后在“颜色选项”区域单击“灰度打印”。

   注意 如果同一选项卡上的“颜色管理”字段设置为“应用程序管理的颜色”，则不能使用“灰度打印”设置。要启用灰度打印，请选择一个基于打印机的颜色管理方案（“ColorSmart/sRGB”或“Adobe RGB”）。有关颜色管理设置的详细信息，请参阅颜色管理。

3. 在“灰度打印”下拉列表中选择以下选项之一：
   - “复合灰”
   - “仅灰色墨水”
4. 选择您需要的任何其他印设置，然后单击“确定”。

灰度打印 (Mac)

1. 打开“打印”对话框。
2. 选择“纸张类型 / 质量”窗格。
3. 单击“纸张”选项卡。
4. 在“颜色”弹出菜单中选择“灰度”。
5. 单击“颜色选项”选项卡，并选择下列选项之一：
   - “复合灰”
   - “仅灰色墨水”
6. 选择您需要的任何其他打印设置，然后单击“打印”。

注意 有关打印机驱动程序中颜色设置的详细信息，请参阅颜色管理。

设置默认打印设置

如果您经常在同一尺寸和类型的纸张上打印，则可以将所有首选设置设为打印缺省值或预设。

更改默认打印设置 (Windows)

1. 右键单击 Windows 任务栏右侧的“HP 数字图像处理程序”图标，然后选择“启动 / 显示 HP 解决方案中心”，以打开 HP 解决方案中心主页。
2. 在 HP 解决方案中心主页底部单击“设置”。
3. 在“打印设置”区域中单击“打印机设置”。
4. 更改打印设置，然后单击“确定”。

创建预设 (Mac)

1. 在软件程序的“文件”菜单中，单击“打印”。
2. 在每个窗格中选择需要经常使用的设置。
3. 在“预设”弹出式菜单中选择“另存为”。
4. 为新的预设输入名称，然后单击“确定”。

将 HP Photosmart Pro B8800 series 设为默认打印机

Windows

1. 在 Windows 任务栏中，单击“开始”，然后单击“控制面板”。
2. 打开“打印机”(Windows Vista) 或“打印机和传真”(Windows XP)。
3. 右键单击“HP Photosmart 打印机”图标，然后单击“设为默认打印机”。

Mac

1. 在“系统首选项”中，单击“打印和传真”，然后单击“打印”。
2. 从“在打印对话框中选择的打印机”弹出式菜单中选择一个选项。

3　颜色管理

本节提供了关于如何利用 HP Photosmart Pro B8800 series 进行颜色管理的一些基本信息。有关颜色管理的详细信息，请参阅屏幕帮助。

注意　在本《使用手册》中，**打印机软件**是指打印机随附的 CD 上的 HP Photosmart 软件。**打印机驱动程序**是用于管理打印机的打印机软件的一部分。

简体中文

什么是颜色管理？

颜色管理会影响照片中颜色的打印方式。因为打印机、图像编辑软件程序、操作系统以及图像处理设备（例如相机、扫描仪和显示器）显示颜色的方式不同，所以您选择的颜色管理策略会影响到打印出来的颜色是更为准确还是不够准确。

颜色管理以色域为依据[1]。大部分图像处理设备使用 RGB[2] 色域，而商用打印机则使用 CMYK[3] 色域。因为这两种色域之间的差异，才使打印的照片看起来明显不同于显示器上显示的照片。

颜色管理是一个比较复杂的主题，本手册不作详细论述，只提供一些典型的例子。有关详细信息，请参阅第三方图像编辑软件程序随附的文档。

选择一种颜色管理策略

使用用于 Adobe Photoshop®（仅限 7.0、CS 和 CS 2 版）的 HP Photosmart Pro 打印插件。	使用基于应用程序的颜色管理。	使用基于打印机的颜色管理。
• 高级颜色管理 • 使用 Adobe Photoshop 算法生成高分辨率的打印件 • 仅一个简单明了的对话框中包括了最常用的颜色管理设置	• 高级颜色管理 • 使用 Adobe Photoshop 算法生成高分辨率的打印件 • 用于所有颜色管理设置的几个对话框	• 简单颜色管理 • 使用打印机驱动程序的颜色管理设置

提示 1　用户可以既在打印机驱动程序中打开颜色管理功能，又在软件程序（如 Adobe® Photoshop®）中打开颜色管理功能。这种双重颜色管理方式产生的效果差强人意。使用基于打印机或基于应用程序的颜色管理，但不能同时使用。

提示 2　定期校准打印机颜色，确保打印机打印时可以生成一致的颜色。请参阅校准打印机。

使用用于 Adobe Photoshop®（仅限 7.0、CS 和 CS 2 版）的 HP Photosmart Pro 打印插件

用于 Adobe Photoshop 的 HP Photosmart Pro 打印插件简化打印流程及专业颜色管理。插件提供了一个集中的对话框进行颜色管理和其他打印设置。它将打印机驱动程序的设置与 Adobe Photoshop 中“打印与预览”对话框的设置相结合，这样您在打印时再也无需因为太多的对话框而觉得不知所措。

如果同一计算机上装有 Adobe Photoshop（仅限 7.0、CS 和 CS 2 版），则 HP Photosmart Pro 打印插件会自动随打印机驱动程序一起安装。

Adobe Photoshop CS3 用户请注意：Photoshop CS3 不支持 HP Photosmart Pro 打印插件。HP 和 Adobe 已经改进了 Photoshop CS3 中内置的打印工作流。

1　用于组织颜色的三维数字模型。
2　RGB 色域通过混合红光、绿光和蓝光来生成各种颜色。依赖于光学的技术（显示器、扫描仪或数码相机）使用这种色域。
3　CMYK 色域用于印刷工业，它的依据是打印于纸张上的墨水的吸光特性。CMYK 指的是四色印刷中所使用的青色、品红色、黄色和黑色。

> **注意** Adobe Photoshop 是独立的第三方软件产品，不包括在打印机中。

有关基于应用程序的颜色管理的详细信息，请参阅使用基于应用程序的颜色管理。

安装 HP Photosmart Pro 打印插件

如果计算机上已经安装了 Adobe Photoshop，则用于 Adobe Photoshop 的 HP Photosmart Pro 打印插件会随 HP Photosmart 打印机驱动程序自动安装。如果您是先安装打印机软件，后安装 Adobe Photoshop，那么您在这之后可以单独安装 HP Photosmart Pro 打印插件。

安装 HP Photosmart Pro 打印插件 (Windows)

1. 将 HP Photosmart CD 插入计算机的 CD-ROM 驱动器中。
2. 单击“安装更多软件”。
3. 选择“用于 Photoshop® 的 Photosmart Pro 插件”，然后按照屏幕上的说明进行操作。

安装 HP Photosmart Pro 打印插件 (Mac)

1. 单击 Dock 中的“HP 设备管理器”图标。
2. 单击“维护打印机”。
3. 从该列表中选择打印机，然后单击“选择”。将出现 HP 打印机实用程序。
4. 选择左侧的“用于 Photoshop® 的 Photosmart Pro 打印插件”窗格。
5. 单击“安装 Photosmart Pro 打印”。

启动 HP Photosmart Pro 打印插件

启动插件

1. 在 Adobe Photoshop 中打开图像。
2. 选择“文件”，指向“自动”，然后单击“Photosmart Pro 打印...”。

“Photosmart Pro 打印”对话框中的打印预览区域将按当前图像的实际宽高比以缩放尺寸显示该图像。纸张边框的显示即为它们将在打印中显示的样子。要调整图像大小，单击并拖动其边缘。要改变图像在页面上的位置，请单击图像并将其拖动到新位置。要只打印图像的一部分，请将该部分图像拖到页面边缘外。

使用基于应用程序的颜色管理

基于应用程序的颜色管理可以比基于打印机的形式提供更完善的管理，但也包含更复杂和更多的操作步骤。

基于应用程序的颜色管理依据名为“国际颜色联盟 (ICC) 设备配置文件”的文件。ICC 配置文件说明了设备的色域。颜色管理系统中的软件程序组件使用这些配置文件来在各个设备的色域之间转换颜色。HP Photosmart Pro B8800 series 软件安装程序会为打印机自动安装 HP ICC 配置文件。

要使用基于应用程序的颜色管理功能进行打印，您必须更改打印机驱动程序及图像编辑软件程序中的设置。下面提供了在 Adobe Photoshop（版本 CS3 或 CS2）中使用基于应用程序的颜色管理执行的典型打印作业示例。有关使用产品颜色管理功能的完整说明，请参阅图像编辑软件程序随附的文档。

使用基于应用程序的颜色管理打印（使用 Photoshop CS3 或 CS2）

1. 在 Adobe Photoshop 中打开您要打印的照片。
2. 选择“文件”，然后单击“打印”(CS3) 或“使用预览打印”(CS2)。
3. 在 Photoshop CS3 中：确保从“打印机”下拉列表中选中“HP Photosmart Pro B8800 series”。
4. 从该下拉列表中选择“颜色管理”。

5. 从“颜色处理”下拉列表中，选择“Photoshop 管理颜色”(CS3) 或“让 Photoshop 确定颜色”(CS2)。
6. 从“打印机配置文件”下拉列表中，为您使用的纸张和墨水组选择相应的打印机配置文件。
7. 从“着色”下拉列表中，选择“感觉”或“相对”。对于大多数用户，HP 建议选择“感觉”和“黑点补偿”选项。
8. 单击“页面设置”，为当前图像设置页面，然后单击“确定”。
9. 单击“打印”。

   Windows 用户：

   a. 在“打印”对话框中单击“首选项”。
   b. 单击“颜色”选项卡。
   c. 在“颜色管理”下拉列表中选择“应用程序管理的颜色”。
   d. 单击“功能”选项卡，并从“纸张类型”下拉列表中选择合适的纸张类型，然后单击“确定”。
   e. 单击“确定”。

   Mac 用户：

   a. 在“打印”对话框中选择“纸张类型 / 质量”。
   b. 确保在“颜色”弹出菜单中选中“应用程序管理的颜色”。
   c. 在“纸张类型”弹出菜单中选择合适的纸张类型。
10. 单击“打印”。

使用基于打印机的颜色管理

HP Photosmart Pro B8800 series 打印机提供了内置的自动颜色管理，而且易于配置。基于打印机的颜色管理可以生成动人效果，应该能够满足许多用户的要求。

根据图像处理设备使用的色彩空间以及您对 ICC 配置文件的使用情况，您可以从一系列打印机驱动程序色彩空间设置中进行选择。有关使用基于打印机的颜色管理的详细信息，请参阅屏幕帮助。有关如何访问屏幕帮助的信息，请参阅查找更多信息。

简体中文

4 保养与维护

遵照本节所述的指导原则，可延长打印机及打印耗材的使用寿命，并确保您总是能够打印出高质量的照片。

保持接通打印机电源

HP 建议始终接通打印机电源，以便打印机定期执行自检程序。如果长时间关闭打印机，则打印质量会下降，需要运行自动维护程序，而且可能要更换打印头。

注意 您可以关闭打印机以节省电源；打印机只要连接到电源，就会在需要运行自检程序时自动打开。如果打印机连接到电源板，请确保电源板保持开启，以便打印机定期执行自动维护。

如果打印机空置 24 小时（或以上），则会执行自检程序。打印机空置的时间决定它完成自检程序需要花费的时间。作为自检程序的一部分，喷嘴故障传感器检测打印头喷嘴是否发生堵塞，清除任何堵塞物质，以及在必要时启用替代喷嘴。有关清洁打印头的详细信息，请参阅自动清洁打印头。

注意 打印机附带墨盒中的墨水可用于打印机初始化。这些墨盒以及备用墨盒中的墨水还用于保持打印喷嘴清洁并使墨水流通顺畅。

使用“工具箱”(Windows) 或 HP 打印机实用程序 (Mac)

“工具箱”(Windows) 或 HP 打印机实用程序 (Mac) 包含可提高打印机性能的有用工具。使用“工具箱”或 HP 打印机实用程序可执行下列操作：

- 校准打印头
- 自动清洁打印头
- 校准颜色
- 打印测试页
- 查看估计墨水量

从打印机控制面板打开“工具箱”(Windows) 或 HP 打印机实用程序 (Mac)。

▲ 按打印机控制面板上的  按钮以打开打印机“工具箱”(Windows) 或 HP 打印机实用程序 (Mac)。

墨盒维护

遵照下列提示进行操作有助于维护 HP 墨盒并确保稳定的打印质量：

- 有关购买打印机后首次安装墨盒和打印头的信息，请参阅《快速入门手册》。
- HP 建议您使用原装 HP 墨盒。原装 HP 墨盒是专门为 HP 打印机所设计并经过科学测试，可帮助您随时轻松获得卓越的打印效果。因使用非 HP 墨盒所导致的损坏不在 HP 保修范围之内。
- HP 建议不要对 HP 墨盒进行改装或二次灌装。因改装或二次灌装 HP 墨盒所导致的损坏不在 HP 保修范围之内。
- 将所有不使用的墨盒保存在其原始密封包装中，直到需要时再取出来。请在室温下储存墨盒（15℃－35℃，即 59℉－95℉）。

检查墨水量

注意 1 墨水量警告和指示器之所以指出估计墨水量，只是为了让用户做好计划。收到提示墨水不足的警告消息时，应考虑准备一个备用墨盒，以免耽误打印。如果未提示更换墨盒，则不需要更换墨盒。

注意 2 如果墨盒在安装到打印机中之前已经使用过，或者进行过二次灌装，则估计墨水量可能不准确，或者根本不提供估计墨水量。

使用 HP 解决方案中心检查墨水量 (仅限 Windows)

▲ 右键单击 Windows 任务栏右侧的“HP 数字图像处理程序”图标，然后选择“启动 / 显示 HP 解决方案中心”，打开 HP 解决方案中心主页。

HP 解决方案中心主页的右上角会显示估计墨水量。

使用打印机“工具箱”(Windows) 或 HP 打印机实用程序 (Mac) 检查墨水量

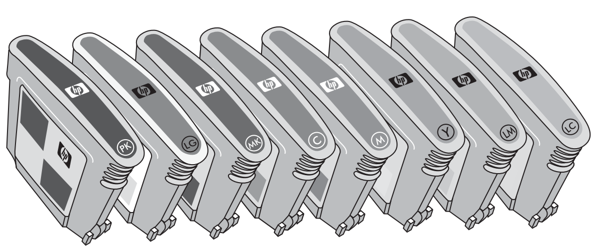
1. 按打印机控制面板中的 ，在计算机屏幕上打开打印机“工具箱”或 HP 打印机实用程序。
2. Windows：单击“估计墨水量”选项卡。
   Mac：单击“耗材状态”窗格。

将会显示估计的墨盒墨水量。

更换墨盒

为了正常操作，请安装下列所有 8 种墨盒：

- HP 38 Photo Black (PK) Pigment 墨盒
- HP 38 Light Gray (LG) Pigment 墨盒
- HP 38 Matte Black (MK) Pigment 墨盒
- HP 38 Cyan (C) Pigment 墨盒
- HP 38 Magenta (M) Pigment 墨盒
- HP 38 Yellow (Y) Pigment 墨盒
- HP 38 Light Magenta (LM) Pigment 墨盒
- HP 38 Light Cyan (LC) Pigment 墨盒

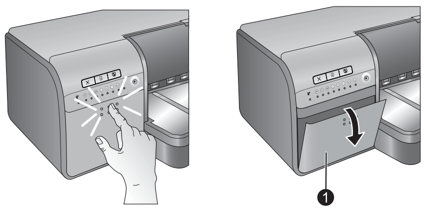


更换墨盒时，请检查要使用的墨盒是否正确。

注意 更换墨盒前，可以使用打印机“工具箱”或 HP 打印机实用程序检查墨盒墨水量。有关详细信息，请参阅检查墨水量。

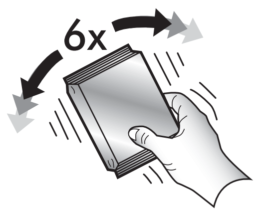
更换墨盒

1. 按下墨盒门上部的突块直到听到咔嗒一声打开墨盒门。

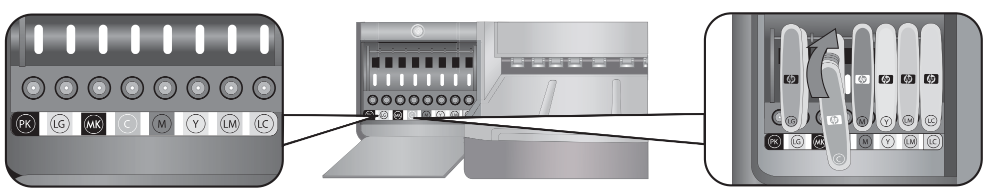


1	墨盒门

2. 取下需要更换的墨盒。握住墨盒将其从托架中拉出。
3. 打开新墨盒包装之前，要充分晃动墨盒（至少六次）。



4. 打开墨盒包装，然后将每个墨盒按图示方向插入其标记颜色的托架中。用力按下墨盒以确保接触正常。



5. 合上墨盒门。



1	墨盒门

注意 只有正确安装八个墨盒和四个打印头，打印机才可以正常工作。如果您是首次安装墨盒与打印头，请参阅《快速入门手册》以获取有关首次安装墨盒与打印头的信息。如果需要更换打印头，请参阅屏幕帮助。

清洁打印机

要得到最佳的效果，请保持打印机外部的清洁。如果在打印机外部发现任何墨水残留物，请确保按以下步骤将其清除。

注意 请勿清洁打印机内部。

清洁打印机外部

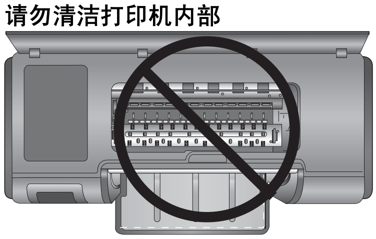
清洁打印机外部

1. 按 按钮，关闭打印机。
2. 用蘸有少量清水的软布擦拭打印机的外部。确保擦掉积聚于出纸盒上的所有墨水残留物。

   △ **小心** 请勿使用任何种类的清洁液。家用清洁剂和洗涤剂会损坏打印机的表面涂层。

3. 按 按钮，打开打印机。

请勿清洁打印机内部



自动清洁打印头

如果在打印出的照片上发现白线或单色条纹，则可能需要清洁打印头。

自动清洁打印头 (Windows)

1. 按打印机控制面板上的 按钮，在计算机屏幕上打开打印机“工具箱”。

   提示 您也可以从计算机上的 HP 解决方案中心中打开打印机“工具箱”。有关详细信息，请参阅使用“工具箱”(Windows) 或 HP 打印机实用程序 (Mac)。

2. 在“设备维护”选项卡上单击“清洁打印头”。
3. 按照计算机屏幕上的说明进行操作，放入纸张以便打印机在打印头清洁完毕后可以打印测试页。可以使用 Letter 或 A4 大小的普通纸以节省照片纸。
4. 按 按钮，开始清洁打印头。

自动清洁打印头 (Mac)

1. 按打印机控制面板上的 按钮，在计算机屏幕上打开 HP 打印机实用程序。

   提示 您也可以在 Dock 中从“HP 设备管理器”打开 HP 打印机实用程序。

2. 选择左侧的“清洁”窗格。
3. 单击“清洁”，并按照屏幕上的说明进行操作。

如果自动清洁打印头之后测试页上仍然出现白色条纹或缺失颜色，则可能需要手动清洁打印头喷嘴。有关手动清洁打印头喷嘴和其他维护任务的信息，请参考屏幕帮助。有关访问屏幕帮助的信息，请参阅查找更多信息。

注意 清洁打印头会耗费墨水，因此请仅在需要时进行清洁。

校准打印机

首次在打印机中安装打印头时或更换有故障的打印头后，打印机将自动执行打印机校准和颜色校准。但是，如果打印出的照片颜色不准确，或者安装新打印头后未正确打印校准页，请按照下列步骤重新校准打印头。

为了使各次打印能够生成一致的颜色，一定要定期校准打印机颜色。在校准打印机之前，请检查使用的纸张是否正确。使用 Letter 或 A4 大小的 **HP 高级照片纸 - 光面**。如果使用其他类型的纸张，则结果可能不准确。

对齐打印头 (Windows)

1. 在主纸盒内放入 Letter 或 A4 大小的 **HP 高级照片纸 - 光面**。
2. 按打印机控制面板上的 按钮，在计算机屏幕上打开打印机“工具箱”。

   提示 您也可以从计算机上的 HP 解决方案中心中打开打印机“工具箱”。有关详细信息，请参阅使用“工具箱”(Windows) 或 HP 打印机实用程序 (Mac)。

3. 单击“设备维护”选项卡。
4. 单击“校准打印头”。
5. 单击“对齐”，并按照屏幕上的说明操作。

对齐打印头 (Mac)

1. 在主纸盒内放入 Letter 或 A4 大小的 **HP 高级照片纸 - 光面**。
2. 按打印机控制面板上的 按钮，在计算机屏幕上打开 HP 打印机实用程序。

   提示 您也可以在 Dock 中从“HP 设备管理器”打开 HP 打印机实用程序。

3. 选择左侧的“对齐”窗格。
4. 单击“对齐”，并按照屏幕上的说明操作。

校准打印机颜色 (Windows)

1. 在主纸盒内放入 Letter 或 A4 大小的 **HP 高级照片纸 - 光面**。
2. 按打印机控制面板上的 按钮，在计算机屏幕上打开打印机“工具箱”。

   提示 您也可以从计算机上的 HP 解决方案中心中打开打印机“工具箱”。有关详细信息，请参阅使用“工具箱”(Windows) 或 HP 打印机实用程序 (Mac)。

3. 单击“颜色校准”选项卡。
4. 单击“开始颜色校准”，然后按屏幕说明操作。

校准打印机颜色 (Mac)

1. 在主纸盒内放入 Letter 或 A4 大小的 **HP 高级照片纸 - 光面**。
2. 按打印机控制面板上的 按钮，在计算机屏幕上打开 HP 打印机实用程序。

   提示 您也可以在 Dock 中从“HP 设备管理器”打开 HP 打印机实用程序。

3. 选择左侧的“颜色校准”窗格。
4. 单击“开始颜色校准”，然后按屏幕说明操作。

打印测试页

您可以打印测试页来检查打印头的情况。测试页也包含有关打印机的有用信息，包括打印机序列号和固件版本号。

打印测试页 (Windows)

1. 按打印机控制面板上的 按钮，在计算机屏幕上打开打印机“工具箱”。

   提示 您也可以从计算机上的 HP 解决方案中心中打开打印机“工具箱”。有关详细信息，请参阅使用“工具箱”(Windows) 或 HP 打印机实用程序 (Mac)。

2. 单击“设备维护”选项卡。
3. 单击“打印测试页”，然后单击“打印页面”。

打印测试页 (Mac)

1. 按打印机控制面板上的 按钮，在计算机屏幕上打开 HP 打印机实用程序。

   提示 您也可以在 Dock 中从“HP 设备管理器”打开 HP 打印机实用程序。

2. 选择左侧的“测试”窗格。
3. 单击“打印测试页”。

打印样本页

您可以打印样本页来验证打印机是否能够顺利打印照片。如果从软件程序打印照片时遇到问题，请在疑难排解时使用此项来确定是打印机问题还是软件程序问题。

打印样本页 (Windows)

1. 将纸张放入主纸盒。请使用普通纸以节约照片纸。
2. 按打印机控制面板上的 按钮，在计算机屏幕上打开打印机“工具箱”。

   提示 您也可以从计算机上的 HP 解决方案中心中打开打印机“工具箱”。有关详细信息，请参阅使用“工具箱”(Windows) 或 HP 打印机实用程序 (Mac)。

3. 单击“**打印样本页**”，然后单击“**打印页面**”。

打印样本页 (Mac)

1. 将纸张放入主纸盒。请使用普通纸以节约照片纸。
2. 按打印机控制面板上的 按钮，在计算机屏幕上打开 HP 打印机实用程序。

   提示 您也可以从 Dock 中的“HP 设备管理器”打开 HP 打印机实用程序。

3. 选择左侧的“样本页”窗格。
4. 单击“打印样本页”。

下载打印机软件更新

定期下载最新的打印机软件更新程序，以确保软件拥有最新的和改进的功能。

注意 从 HP 网站下载的打印机软件更新程序只可以更新打印机驱动程序。它不会更新 HP Photosmart Essential 软件。

简体中文

更新打印机软件 (Windows)

注意 在使用“HP 更新”前，确保已连接到 Internet。

1. 从 Windows 的“开始”菜单或从 HP 解决方案中心打开“HP 更新”。

   从“开始”**菜单**：

   a. Windows XP：选择“所有程序”> “HP”> “HP 更新”。将打开“HP 更新”窗口。
   b. Windows Vista：从菜单组找到 HP 文件夹，然后选择“HP 更新”。

   从 HP 解决方案中心：

   a. 右键单击 Windows 任务栏右侧的“HP 数字图像处理程序”图标，然后选择“启动 / 显示 HP 解决方案中心”，打开 HP 解决方案中心主页。
   b. 在 HP 解决方案中心主页底部单击“帮助”。
   c. 在“在线资源”区域单击“检查更新”。将打开“HP 更新”窗口。
2. 单击“下一步”。“HP 更新”会在 HP 网站中搜索打印机软件更新。如果计算机尚未安装最新版本的打印机软件，则“HP 更新”窗口中会显示一个软件更新程序。

   注意 如果计算机上已安装最新版本的打印机软件，“HP 更新”窗口将会显示“**此时没有您系统可用的更新程序**”。
3. 如果有软件更新程序可用，单击软件更新程序旁边的复选框选中该更新程序。
4. 单击**安装**。
5. 按照屏幕上的说明完成安装。

更新打印机软件 (Mac)

1. 确保计算机已连接到 Internet。
2. 在 Dock 中单击“HP 设备管理器”。
   将出现“HP 设备管理器”窗口。
3. 在“设备”弹出菜单中，选择 HP Photosmart。
4. 从“信息和设置”弹出菜单中，选择“检查更新”。
   将打开“HP 软件更新”窗口。
5. 单击“立即检查”，检查更新。
6. 如果需要，可单击“检查更新”并将该软件设置为按计划自动检查更新。

注意 您也可以通过网站下载打印机软件更新程序，请访问 www.hp.com/support，选择国家 / 地区，在搜索框中输入打印机的名称，然后单击“软件与驱动程序”下载。

卸载打印机软件

如果要卸载打印机软件，则按照下列步骤操作。

卸载打印机软件 (Windows)

1. 在 Windows“开始”菜单中，单击“程序”或“所有程序”，单击“HP”，然后单击“HP Photosmart Pro B8800 series”。
2. 单击“卸载”。

卸载打印机软件 (Mac)

1. 断开 HP Photosmart 与 Mac 的连接。
2. 连按“应用程序”：“Hewlett-Packard”文件夹。
3. 双击“HP 卸载程序”。
   根据屏幕上的说明执行操作。

4. 卸载完软件后，重新启动计算机。
5. 要重新安装软件，请将 HP Photosmart CD-ROM 放入计算机的 CD-ROM 驱动器中。
6. 在桌面上打开该 CD-ROM，然后双击“HP 安装程序”。
7. 按照屏幕说明和 HP Photosmart 随附的《安装手册》中提供的说明进行操作。

5 疑难排解

打印机的设计本着可靠易用的目的，如果遇到问题，请参阅本节了解适当的解决方案。

如果打印机控制面板上有任何指示灯闪烁，请参阅错误状态和指示灯行为获取详细信息。有关疑难排解的其他信息，请参阅屏幕帮助。

打印机软件安装问题

注意 联系 HP 支持部门之前，请先阅读本节的疑难排解提示，或访问 www.hp.com/support 网站的在线支持服务。HP 支持部门的名称会因国家 / 地区而异。

如果打印机软件无法安装成功，或者打印机和计算机在安装软件后无法正常通信，请查阅本节了解适当的解决方案。

开始之前，请检查打印机和计算机之间的所有电缆连接，并确保您使用最新版本的打印机软件。

在安装过程中会显示“系统要求”对话框

原因： 计算机系统的一个组件不符合最低系统要求。

解决方法： 升级该组件使其符合最低系统要求，然后重新安装打印机软件。

计算机无法读取 HP Photosmart CD

解决方法： 确保 CD 没有弄脏或划伤。如果可以读取其他 CD 而不能读取 HP Photosmart CD ，您的 CD 可能已经损坏。您可以向 HP 支持部门索要一张新的 CD。如果不能读取其他 CD，您可能需要维修 CD-ROM 驱动器。

放入 CD 后安装软件没有自动启动（仅限 Windows）

解决方法： 在 Windows“开始”菜单中，选择“运行”。单击“浏览”，然后导航到插入 HP Photosmart CD 的 CD 驱动器。双击“setup.exe”文件。

计算机上出现“发现新硬件”向导（仅限 Windows）

原因： 您可能在完成软件安装之前连接了 USB 电缆。

解决方法： 拔下 USB 电缆，在“发现新硬件”向导上单击“取消”，然后重新开始安装软件。软件安装期间，请勿在没有提示的情况下连接 USB 电缆。

“发现新硬件”向导无法在 CD 上找到驱动程序（仅限 Windows）

解决方法： 拔下 USB 电缆，在“发现新硬件”向导上单击“取消”，然后重新开始安装软件。软件安装期间，请勿在没有提示的情况下连接 USB 电缆。

计算机在软件安装过程中停止响应

原因： 可能是由于后台正在运行防毒软件或其他软件程序，因此减慢了安装进程。

解决方法： 请等待软件完成文件复制；这可能需要几分钟。如果几分钟过后，计算机仍没有响应，请重新启动计算机，然后暂停或禁用所有运行中的防毒软件，并退出其他所有软件程序，再重新安装打印机软件。

打印机硬件安装问题

如果您遇到与打印机硬件安装相关的问题，请在本节查找可能的解决方案。如果您的问题与软件安装相关，请参阅打印机软件安装问题。如果打印机控制面板上有任何指示灯闪烁，请参阅错误状态和指示灯行为获取详细信息。

注意 有关打印机安装的完整疑难排解帮助，请参阅 HP Photosmart 软件 CD 上的动画形式的“快速入门教程”。要查看该教程，请执行以下步骤：

Windows：将 CD 插入计算机中并单击“查看快速入门教程”。

Mac：将 CD 插入计算机中，双击“HP 软件”图标，然后双击“HP 安装程序”图标。

CD 中的动画形式的“快速入门教程”提供了打印机和软件的安装说明以及疑难排解信息。要访问疑难排解信息，请在“快速入门教程”屏幕的左下角单击“需要帮助？”。

已连接打印机电源线，但无法打开电源

解决方法

- 打印机可能消耗了过多的功率。从打印机背面拔下打印机电源线。等待大约 30 秒，然后再将电源线插上。打开打印机电源。
- 打印机所连接的插线板电源可能已经关闭。打开电源插线板开关，然后开启打印机。
- 电源线可能已损坏。

我不知道应该将打印头插入在何处

解决方法： 请确保蓝色的打印头支架盖一直打开。向前拉蓝色的把手以将其松开，再抬起盖子。然后，将会看到打印头插槽。有关详细信息，请参阅动画形式的“快速入门教程”中的**插入打印头**部分。

无法取下出纸盒

解决方法

- 展开出纸盒。展开时不要将前端抬起。展开纸盒时可能需要用一点力。
- 当您展开出纸盒时，请确保不要拉主纸盒（位于出纸盒下面）。

按“重新开始”按钮后没有任何反应

解决方法： 确保所有四个打印头和八个墨盒安装正确。检查两个盖子和专用介质纸盒是否都已关闭。等待“重新开始”指示灯开始快速闪烁，然后尝试再次按**重新开始**按钮。如果无法开始进行打印机校准，则可能存在卡纸。有关清除卡纸的详细信息，请参阅出错消息：出现卡纸。清除卡纸，然后按下打印机上的重新开始按钮。。

“重新开始”指示灯没有点亮或闪烁

解决方法： 打印头或墨盒缺失或未正确安装。确保所有四个打印头和八个墨盒安装正确。有关详细信息，请参阅屏幕帮助或动画形式的“快速入门教程”。

打印问题

注意 联系 HP 支持部门之前，请先阅读本节的疑难排解提示，或访问 www.hp.com/support 网站的在线支持服务。HP 支持部门的名称会因国家 / 地区而异。

提示 查看 HP 解决方案中心中提供的**如何？**动画，了解如何在主纸盒或专用介质纸盒中放入纸张、如何清除卡纸以及如何按装和更换墨盒与打印头。

打开电源时打印机发出噪音，或一段时间不使用后开始发出噪音

解决方法： 打印机有段时间不用或断电时，恢复运行时可能会发出噪音。这是正常现象。打印机正在执行自动维护程序以确保生成最佳质量的输出。有关详细信息，请参阅保持接通打印机电源。

打印速度非常缓慢

原因： 您可能正在打印 PDF 文件或包含高分辨率图形或照片的项目。打印包含图形或照片的大型混合项目要比文本文档速度慢。

解决方法： 如有可能，考虑在项目中使用较低分辨率的图形，或在您的工作流程中允许较长的打印时间。

纸张未从主纸盒正确送入打印机

解决方法

- 如果主纸盒中使用的不是 HP 品牌的光面介质或较厚的介质，而且打印机不送纸或一次送入多张纸，请尝试将主纸盒中的介质减少到 20 页，或者使用专用介质纸盒每次打印一页。
- 取下打印机上的主纸盒，检查纸盒中的纸叠是否平整，而且未被纸张止块挤的拱起。当更换纸盒时，请确保将纸盒推入打印机直到其正确入位。
- 纸盒中可能放入了太多纸张。检查纸叠是否超过纸张长度导板的高度。如果是，取出一些纸张然后尝试再次打印。
- 可能未正确调整纸张导板。确保纸张宽度和纸张长度导板紧靠纸张边缘，但未使纸张弯曲。
- 两张或多张纸张可能会粘在一起。从主纸盒取出纸张，呈扇形展开纸叠以将纸张分开，然后重新放入纸张并尝试再次打印。
- 如果纸张出现皱褶或弯曲，尝试使用其他纸张。
- 纸张可能太薄或太厚。为了获得最佳效果，请使用 HP 喷墨纸。有关详细信息，请参阅选择正确的纸张或其他介质。

提示 有关放入纸张的详细信息，请参阅选择正确的纸张或其他介质或 HP 解决方案中心提供的**如何？**动画。

打印页从出纸盒中掉落

解决方法： 打印时始终展开出纸盒延长板并抬起纸张托架。

简体中文

打印输出有褶皱或卷曲

解决方法

- 检查打印机软件中的介质类型设置是否与纸盒中放入的介质类型相符。
- 尝试使用其他打印质量设置，比如“一般”或“最佳”。

打印出的文档歪斜或者未居中

解决方法： 可能未正确放入纸张。重新放入纸张，确保纸张在纸盒中的方向正确，并且纸张宽度导板和纸张长度导板紧靠纸张边缘。有关放入纸张的详细信息，请参阅选择正确的纸张或其他介质或 HP 解决方案中心提供的**如何？**动画。

打印的颜色效果不佳

解决方法

- 打印机的颜色管理设置可能不正确。有关详细信息，请参阅颜色管理。
- 检查打印机软件中的介质类型设置是否与纸盒中放入的介质类型相符。
- 检查是否有一个或多个墨盒的墨水量不足。有关详细信息，请参阅检查墨水量。
- 打印机颜色可能需要校准。有关详细信息，请参阅校准打印机。
- 打印头的有些墨水喷嘴堵塞。清洁打印头。请参阅自动清洁打印头。

打印机输出空白页

解决方法

注意 进行检查以确保您正在打印的文档没有空白页。

- 您可能已经开始打印，然后又取消了打印进程。如果在开始打印前取消了进程，打印机中可能已经放入了准备打印的纸张。在下次打印时，打印机会在开始新的打印作业前先退出空白页。
- 打印机一次拾起两页或更多页纸。在将一叠纸放入主纸盒之前先将其扇开以将单页纸张分开，或者减少放入的纸张数量。

准备打印时打印机输出纸张

解决方法： 日光直射可能会影响自动纸张检测器的正常工作，请将打印机从直射日光下移开。

打印质量差

解决方法

- 使用打印机专用照片纸。为了获得最佳效果，请使用 HP 高级照片纸。
- 您可能打印到了纸张错误的一面上。确保纸张**打印面朝下**放入主纸盒，或者**打印机朝上**放入专用介质纸盒。
- 您可能在数码相机上选择了低分辨率设置。缩小图像的打印尺寸并尝试再次打印。为了在以后获得更好的效果，请将数码相机设为较高的照片分辨率。

- 打印头可能有问题。可以打印测试页来检查打印头的情况。有关打印测试页的详细信息，请参阅打印测试页。
  - 如果测试页指示打印头需要校准，请校准打印头。请参阅校准打印机。
  - 如果测试页显示打印头需要清洁，请从打印机控制面板运行自动清洁过程。有关详细信息，请参阅自动清洁打印头。
  - 如果自动清洁无法解决该问题，请尝试手动清洁打印头喷嘴。有关手动清洁打印头的详细信息，请参阅屏幕帮助。
- 校准打印机颜色并检查颜色管理设置。有关详细信息，请参阅校准打印机和颜色管理。
- 如果打印文件较大（例如，打印高分辨率的大幅图像），而且您的系统 RAM 容量不足或者处理器速度太小（也有可能两种情况同时存在），那么打印质量可能较差。请尝试下述方法，或者彻底提高系统处理器的速度和物理内存容量（RAM）。请访问 www.hp.com/support（搜索关键字：**Photosmart Pro B8800**），以获得有关该问题的更多信息。针对处理速度慢的计算机优化打印质量：
  - 关闭所有应用程序，只保留当前正在执行打印的程序。确保没有后台运行的进程。
  - 将颜色管理策略更改为“由应用程序管理”，或禁用颜色管理。有关详细信息，请参阅颜色管理。
  - 打印横向图像时，将它旋转至纵向，并且在打印前在驱动程序中选择纵向。

有关打印质量问题的详细疑难排解信息，请参阅屏幕帮助。

打印件中出现擦痕、刮痕或白线

解决方法

- 确保您使用的介质是平整的。要在打印前将介质页抚平，请将介质放入塑料袋中，并小心将其按与卷曲相反的方向弯曲。如果问题仍然出现，请尝试使用其他介质。
- 如果您使用的是光面 HP 高级照片纸或 HP 专业绒面照片纸，请尝试在打印机驱动程序中使用“厚照片纸”纸张类型设置。
- 尝试清洁打印头。有关详细信息，请参阅自动清洁打印头。
- 尝试使用“最大 dpi”打印质量设置。有关详细信息，请参阅屏幕帮助。

出错消息

打印机屏幕上出现的错误信息可分为以下几类：

- 纸张错误
- 墨盒与打印头错误

纸张错误

联系 HP 支持部门之前，请先阅读本节的疑难排解提示，或访问 www.hp.com/support 网站的在线支持服务。HP 支持部门的名称会因国家 / 地区而异。

提示 查看 HP 解决方案中心中提供的**如何？**动画，了解如何在主纸盒或专用介质纸盒中放入纸张、如何清除卡纸以及如何按装和更换墨盒与打印头。

出错消息：取出介质

解决方法： 在专用介质纸盒上的某些类型的介质上打印时，打印机不能将介质完全输送出来。如果计算机提示您从打印机中取出介质，请用双手抓住介质，小心从打印机前部将它拉出。

出错消息：出现卡纸。清除卡纸，然后按下打印机上的重新开始按钮。

解决方法： 请尝试下列步骤以清除卡纸：

1. 打开顶盖，清除阻碍纸路的任何纸张。如果有必要，可以轻轻将打印头支架移向一边以取出纸张。
2. 按后盖侧面的两个释放装置将其取下，并从打印机中轻轻取出卡住的纸张，然后重新安上后检修门。
3. 尝试拉出打印机中的主纸盒并重新装上，确保尽量往里推纸盒，直到它完全卡住。
4. 清除卡纸后按**重新开始**。

注意 1 如果打印标签，请确保标签在通过打印机时没有从标签纸上脱落。

注意 2 环境太干燥会引起纸张卷曲，进而造成卡纸，因此要将昂贵的专用介质存放于塑料袋中而不是纸盒中。

出错消息：缺纸

解决方法： 在用于启动打印作业的纸盒中放入纸张，然后按 按钮，再次进行打印。有关放入纸张的说明，请参阅从主纸盒打印或从专用介质纸盒打印（单页进纸）。

出错消息：纸张不符

原因： 纸盒中的纸张尺寸不符合打印机驱动程序中所选的照片打印尺寸。

解决方法： 按打印机控制面板上的**取消**，然后重新启动打印作业，并确保在驱动程序中选择正确的纸张尺寸或放入与驱动程序纸张尺寸设置匹配的纸张。

墨盒与打印头错误

联系 HP 支持部门之前，请先阅读本节的疑难排解提示，或访问 www.hp.com/support 网站的在线支持服务。HP 支持部门的名称会因国家 / 地区而异。

提示 查看 HP 解决方案中心中提供的**如何？**动画，了解如何在主纸盒或专用介质纸盒中放入纸张、如何清除卡纸以及如何安装和更换墨盒与打印头。

出错消息：墨盒问题

原因： 指定的墨盒缺失或损坏。

解决方法： 确保所有八个墨盒均已安装。如果没有墨盒缺失，请尝试取下指定的墨盒，然后重新安装。如果无法解决问题，则墨盒可能损坏。

检查您的墨盒是否仍在保修期内：

- 如果保修期已过，则应购买新墨盒。
- 若未过保修期，请与 HP 支持部门联系。有关详细信息，请参阅 HP 支持。

出错消息：墨盒即将过期，或者，墨盒已过期

原因： 指示的墨盒中的墨水即将过期或已过期。

解决方法： 每个墨盒都有保质期。确定保质期的目的是保护打印系统并确保墨水质量。当显示“墨盒已过期”消息时，请取出并更换过期墨盒，然后关闭该消息。您也可以不更换墨盒，按照产品上的说明或计算机屏幕上显示的墨盒过期消息继续打印。HP 建议更换过期墨盒。HP 无法担保过期墨盒的质量或可靠性。由于使用过期墨水而导致的设备维修不在保修范围之内。

出错消息：立即更换墨盒

原因： 估计指示的墨盒中的墨水量不足。

解决方法： 需要立即更换指示的墨盒。

> **注意** 墨水量警告和指示器之所以指出估计墨水量，只是为了让用户做好计划。收到提示墨水不足的警告消息时，应考虑准备一个备用墨盒，以免耽误打印。如果未提示更换墨盒，则不需要更换墨盒。

出错消息：无法打印

原因： 指示的墨盒中的墨水已耗尽。

解决方法： 更换指示的墨盒。有关详细信息，请参阅更换墨盒。

出错消息：打印头问题

原因： 指示的打印头缺失、未检测到、安装不正确或已损坏。

解决方法： 尝试重新安装指示的打印头。用力按各个打印头，直到其卡入就位，并确保组件盖已关闭好且打印机顶盖已关闭。如果仍然出现该出错消息，请与 HP 支持部门联系以获取有关解决打印头问题的具体说明。

出错消息：打印头不兼容

解决方法： 用适合设备的打印头更换指示的打印头。要确定打印机支持的所有打印头的重排序编号，请参阅本手册的背面。

HP 支持

如果还有问题，请执行以下步骤：

1. 查阅 HP Photosmart 随附的文档。
2. 访问 HP 在线支持网站：www.hp.com/support。所有 HP 用户均可获得 HP 在线支持。在这里可以最快速地获取最新设备信息和专家帮助，并包含以下功能：
   • 快速访问有资质的在线支持专家
   • 用于 HP Photosmart 的软件和驱动程序更新
   • 为常见问题提供有价值的 HP Photosmart 信息和疑难排解信息
   • 注册 HP Photosmart 后可以获取主动设备更新、支持警告以及 HP 新闻简报
3. **仅限于欧洲**：与您当地的经销商联系。如果打印机出现硬件故障，需要将打印机带到购买该打印机的经销商处。在打印机的有限保修期内维修是免费的。超过保修期后，需要支付维修费用。
4. 联系 HP 支持。可选择的支持种类和可用性随设备、国家／地区以及语言而异。

> **注意** 有关支持电话号码的列表，请参阅后盖内的电话号码列表。

规格型号识别码 SDGOA-0842

为了便于管理识别，已给该产品分配了规格型号编码。本产品的规格型号编码为 SDGOA-0842。不要将此规格编码与产品的销售名称 (HP Photosmart Pro B8800 series) 或产品编号 (Q7161A，Q7161-64001) 相混淆。

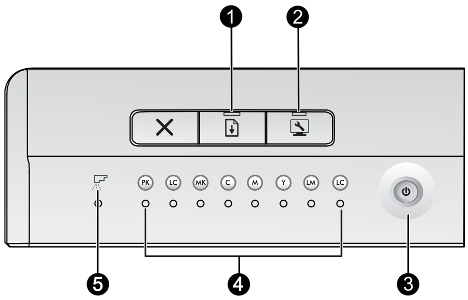
环保声明

有关“环保服务计划”的信息，请参阅屏幕帮助。要了解如何访问屏幕帮助，请参阅查找更多信息。

简体中文

A 错误状态和指示灯行为

打印机上的指示灯通过闪烁通知您打印机状态和各种错误情况。请参考下表，以确定指示灯为什么闪烁，或者根据哪些指示灯点亮或闪烁解决错误情况。有关疑难排解的详细信息，请参阅屏幕帮助或动画形式的“快速入门教程”。



1	“重新开始”指示灯
2	“工具箱”指示灯
3	“开 / 关机”指示灯
4	“墨盒”指示灯
5	“打印头”指示灯

注意 如果所有指示灯均已熄灭，则打印机关闭。按**开 / 关机**按钮，开启打印机。

指示灯	状态	意义
开 / 关机指示灯	点亮	打印机已打开并准备打印。
	快速闪烁	专用介质纸盒或一个或多个打印机盖是打开的。 **解决方案**：打印前关闭纸盒和打印机盖。
	缓慢闪烁	打印机正忙于打印、处理信息，或者正在启动或关闭。
重新开始指示灯	快速闪烁	• 主纸盒或专用介质纸盒中未放入纸张。 **解决方案**：在用于启动打印作业的纸盒中放入纸张。 • 打印机无法从为当前打印作业指定的纸盒中进纸。 **解决方案**：确保已正确设置打印机驱动程序中的“纸张来源”设置。如果要从主纸盒打印，则专用介质纸盒必须抬起。 • 打印机可能卡纸了。 **解决方案**：清除卡纸。有关详细信息，请参阅出错消息：出现卡纸。清除卡纸，然后按下打印机上的重新开始按钮。。 • 存在纸张尺寸不符的问题。 **解决方案**：确保驱动程序中的纸张尺寸设置与纸盒中放入的介质尺寸匹配。
墨盒指示灯	点亮	相应墨盒墨水量可能不足。 **解决方案**：需要立即更换指示的墨盒。有关详细信息，请参阅出错消息：立即更换墨盒。
	闪烁	相应的墨盒可能已耗尽墨水、损坏、缺失或不兼容。 **解决方案**：请确保所有八个墨盒与打印机兼容并且安装正确。如果计算机屏幕上显示“无法打印”出错消息，请更换指示的墨盒。有关详细信息，请参阅出错消息：无法打印。如果计算机屏幕上未出现“无法打印”错误，并且墨盒安装正确，则指示的墨盒可能已损坏。

		检查您的墨盒是否仍在保修期内： • 如果保修期已过，则应购买新墨盒。 • 若未过保修期，请与 HP 支持部门联系。有关详细信息，请参阅 HP 支持。
打印头指示灯	点亮	打印机正在进行维修、校准打印头或执行颜色校准。
墨盒指示灯 **打印头**指示灯	• **墨盒**指示灯：闪烁（与受影响的打印头的颜色相对应的两个墨盒指示灯） • **打印头**指示灯：闪烁	一个或多个打印头缺失、未检测到、损坏或不兼容。 **解决方案：**确保指示的打印头安装正确并且打印头支架盖已关闭并锁定。如果打印头安装正确，但是指示灯仍然继续闪烁，则打印头可能已损坏。联系 HP 支持以获取有关解决打印头问题的特别指导。
工具箱指示灯	快速闪烁	打印机无法在计算机屏幕上打开“工具箱”(Windows)/HP 打印机实用程序 (Mac)。 **解决方案：**确保计算机已打开并且连接到打印机，然后再次按**工具箱**按钮。如果“工具箱”(Windows)/HP 打印机实用程序 (Mac) 未打开，请尝试重新启动计算机，然后再次按**工具箱**按钮。如果“工具箱”(Windows)/HP 打印机实用程序 (Mac) 仍未打开，请重新安装打印机软件。
	缓慢闪烁	打印机正忙于在计算机屏幕上打开“工具箱”(Windows) 或 HP 打印机实用程序 (Mac)。
所有指示灯	快速闪烁	打印机存在无法恢复的硬件错误。 **解决方案：**关闭打印机，然后拔出打印机后部的电源线。等待 30 秒，然后重新插上电源线并打开打印机。如果所有打印机指示灯均继续闪烁，请转至 www.hp.com/support 或与 HP 支持部门联系。

B 技术规格

本节列出了安装 HP Photosmart 打印机软件所需的最低系统要求，并提供了所选打印机的技术规格。

系统要求

组件	Windows	Mac
操作系统	Microsoft® Windows XP、Windows Vista	Mac OS X v10.3.9、v10.4 及 v10.5
处理器	**最低配置**：1 GHz 32 位 (x86) 或 64 位 (x64) 新式处理器或更快速的处理器 **推荐**：2 GHz 或更快	**最低配置**：拥有 G4、G5 或 Intel® Core 处理器的 PowerPC **推荐**：2 GHz 的 PowerPC G5 处理器或 Intel® 双核处理器
RAM	Windows XP 和 Windows Vista Home：512 MB（最低）；1 GB（推荐） 所有其他版本的 Windows Vista：1 GB（最低）；2 GB（推荐）	**最低配置**：512 MB **推荐**：1 GB
可用磁盘空间	**最低配置**：400 MB (Windows XP) ; 800 MB (Windows Vista)	**最低配置**：150 MB
CD-ROM 驱动器	必需	必需
浏览器	Microsoft Internet Explorer 5.01 SP2 或以后版本	任何浏览器
USB	USB 端口（随机不包括电缆）	USB 端口（随机不包括电缆）

打印机技术规格

类别	技术规格
连接	高速 USB 2.0
环境技术规格	**操作时的建议值**：15° C-35° C (59° F-95° F)，20% - 80% 相对湿度 **操作时的最大值**：5° C-40° C (41° F-104° F)，5%-95% 相对湿度 **存放温度范围**：-30° C-65° C (-22° F-149° F）
耗电量	**打印**：30 W（平均） **睡眠模式**：少于 6 W **关机**：少于 1 W（平均）
电源线型号	**欧洲**：8121-1022（瑞士）、8121-1017（英国、爱尔兰）、8121-1011（丹麦）、8121-1015（所有其他欧洲国家 / 地区，包括俄罗斯和土耳其） **北美**：8121-1023（美国、加拿大） **亚洲**：8121-0769（日本）、8121-1019（中国）、8121-1020（中国台湾）、8121-1017（中国香港特别行政区、新加坡）、8121-1015（韩国）、8121-1013（印度）、8121-1014（泰国）、8121-1015（俄罗斯、土耳其） **非洲**：8121-1028 **中东**：8121-1032（以色列）、8121-1015（所有其他国家 / 地区） **大洋洲**：8121-1016（澳大利亚，新西兰）
USB 支持	Microsoft Windows XP Home、Microsoft Windows XP Professional 和 Microsoft Windows Vista Mac OS X v 10.3.9、v10.4 及 v10.5 HP 建议 USB 电缆长度不超过 3 米（10 英尺)

介质规格

类别	技术规格
介质规格	**最大长度（主纸盒）**：483 mm **最大长度（专用介质纸盒）**：1118 mm **最大宽度**：330 mm **用于主纸盒的最大重量**：220 gsm，非硬质介质 **用于专用介质纸盒的最大厚度**：0.7 mm，一次放入一页
介质尺寸	**支持的尺寸** 7.6 x 12.7 cm - 33 x 111.8 cm，包括： **公制**:10 x 15 cm（带或不带裁边），10 x 30 cm 宽型，13 x 18 cm，A3，A4，A5，A6，B4，B5，E **英制**：索引卡 3 x 5 英寸、索引卡 4 x 6 英寸、索引卡 5 x 8 英寸、3.5 x 5 英寸、4 x 6 英寸（带或不带裁边）、宽型 4 x 10 英寸、宽型 4 x 11 英寸、宽型 4 x 12 英寸、5 x 7 英寸、8 x 10 英寸、11 x 14 英寸、11 x 17 英寸、12 x 12 英寸、13 x 19 英寸 **美制**：Letter，Legal，Executive，Tabloid **日制**：L，2L，Hagaki，Ofuku Hagaki **信封**：10 号信封，A2 信封，C6 信封，DL 信封 **条幅纸**：最大 33 x 111.8 cm **注意** 要了解如何打印条幅，请访问 HP 专业摄影师网站上的“资源中心”，网址为 www.hp.com/go/prophoto。在页面顶部选择您所在的国家 / 地区。
纸盒容量	**主纸盒** 200 张普通纸 60 张照片纸 **专用介质纸盒** 一页厚度不超过 0.7 mm 的任何介质 **出纸盒** 50 张普通纸 20 张照片纸

C HP 保修条款

HP 产品	有限保修期限
软件媒体	90 天
打印机	1 年
打印或墨盒	直到 HP 墨水用完，或到达印在墨盒上的“保修结束”日期，视何者为先。本保修不涵盖重新灌注、再加工、整修、误用，或被擅改的 HP 墨水产品。
打印头	1 年

A. 有限保修的范围
1. 惠普 (HP) 向最终用户保证，在上述指定的保修期内，上述指定的 HP 产品自购买之日起无材料及工艺上的缺陷。
2. 对于软件产品，HP 的有限保修仅适用于无法执行编程指令的故障。HP 不保证产品工作时不会中断或无错误。
3. HP 的有限保修仅限于由正常使用产品而产生的缺陷，不适用于任何其他问题，包括因以下原因而产生的问题：
   a. 不正确的维护或调整；
   b. 使用非 HP 提供或支持的软件、介质、部件或耗材；
   c. 在产品技术规格以外的条件下操作；
   d. 未经授权的调整或误用。
4. 对于 HP 打印机产品，使用非 HP 墨盒或重新灌注的墨盒既不影响对客户的保修也不影响与客户签订的任何 HP 支持合同。但是，如果打印机由于使用非 HP 墨盒或重新灌注的墨盒或过期的墨盒而发生故障或损坏，HP 在维修打印机时将根据具体故障或损坏，收取标准工时费和材料费。
5. 如果 HP 在适用的保修期内收到符合 HP 保修条件的任何产品的缺陷的通知，HP 将自行决定对有缺陷的产品进行维修或更换。
6. 如果 HP 无法适时维修或更换符合 HP 保修条件的有缺陷产品，HP 将在接到缺陷通知后的合理时间内，退回该产品的全额货款。
7. 在客户将有缺陷的产品退回 HP 之前，HP 不承担维修、更换或退款的义务。
8. 更换的产品可能为全新产品或相当于全新产品，前提是它的功能至少与被更换的产品相当。
9. HP 产品可能包含性能等同于新部件的再加工部件、组件或材料。
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索引

简体中文

HP Photosmart Pro B8800 series

HP Photosmart Pro B8800 series User Guide

English

Contents

English

1 Welcome

Thank you for purchasing an HP Photosmart Pro B8800 series printer.

Designed especially for professional and serious amateur photographers, this printer yields rich, bright, fade-resistant, and color-accurate photos, especially when used with HP Advanced Photo paper.

English

Find more information

The printer comes with the following documentation:

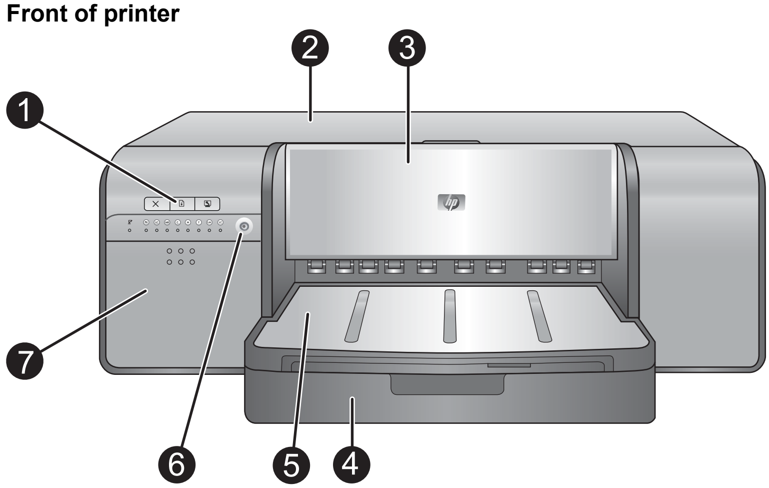
- **Setup instructions**: Read this document first. The setup instructions explain how to set up the printer and install the HP Photosmart software. This document may be called *Quick Start Guide* or *Setup Guide* depending on your country/region, language, or printer model.
- **HP Photosmart software CD**: The HP Photosmart software CD contains a detailed and animated Quick Start Tutorial. The animated Quick Start Tutorial on the CD provides instructions for setting up the printer and installing the software. The CD also contains the printer driver and other essential software needed to operate the printer.
- **User Guide**: The *User Guide* is the book you are reading. This book describes the basic features of the printer and contains troubleshooting information.
- **Onscreen Help**: The onscreen Help provides detailed instructions on using all of the features of the HP Photosmart. It provides complete printer specifications and troubleshooting information.
  After you have installed the HP Photosmart software on a computer, open and explore the onscreen Help:
  - **Windows**: From the **Start** menu, select **Programs** or **All Programs**, point to **HP**, **HP Photosmart Pro B8800 series**, and then click **HP Photosmart Printer Help**.
  - **Mac**: Select **Help**, **Mac Help** in the Finder, and then choose **Library**, **HP Product Help**.
- **HP Solution Center** (Windows only): The HP Solution Center provides information about all of your HP devices. Visit the HP Solution Center to:
  - Learn about the printer and its software, and view troubleshooting solutions, including informative **How Do I?** animations
  - Check printer status and access the printer Toolbox for maintenance utilities
  - Update your printer software
  - Change printer settings
  - Order supplies
  - Start HP Photosmart software

  After you have installed the HP Photosmart software on a computer, open and explore the HP Solution Center.
  - Right-click the **HP Digital Imaging Monitor** icon on the Windows taskbar, and then click **Launch/Show HP Solution Center**.

NOTE: In this *User Guide*, **printer software** refers to the HP Photosmart software that comes on the CD with the printer. The **printer driver** is the part of the printer software that controls the printer.

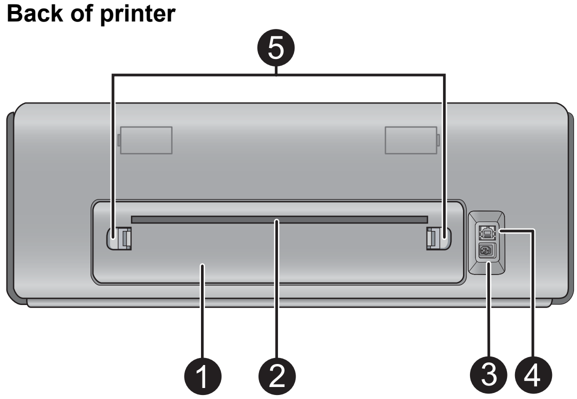
Printer parts

Front of printer



1	**Control panel and indicator lights**: Use the buttons on the control panel to open the Toolbox on the computer, resume or cancel print jobs, and respond to prompts on the computer screen. View the lights to check the printer status. For more information on the indicator lights, see Error states and indicator light behavior.
2	**Top door**: Lift to gain access to the printheads and to clear paper jams.
3	**Specialty media tray** (closed): Lower to insert a single sheet of heavy media, such as card stock or canvas. Use this tray when you want media to be fed straight through the printer, without being bent. Do not load media thicker than 0.7 mm, or more than one sheet at a time.
4	**Main tray**: Place a stack of plain paper or photo paper in this tray for printing.
5	**Output tray**: Print jobs come out here. For easier access to the main tray, you can remove the output tray by sliding it towards you.
6	**On button**: Press to turn on the printer.
7	**Ink cartridge door**: Press the raised bumps on the surface of the door to open and insert or remove ink cartridges.

Back of printer



1	**Rear door**: Remove this door to clear paper jams.
2	**Rear paper slot**: Print jobs from the specialty media tray pass back and forth through this slot before being ejected on the output tray at the front of the printer. Check that there is enough room behind the printer for the paper to pass back and forth through the slot without any obstructions. When you are printing from the specialty media tray, the space behind the printer should be equivalent to the length of paper you are printing on.
3	**Power cord connection**: Use this port to connect the power cord included with the printer.

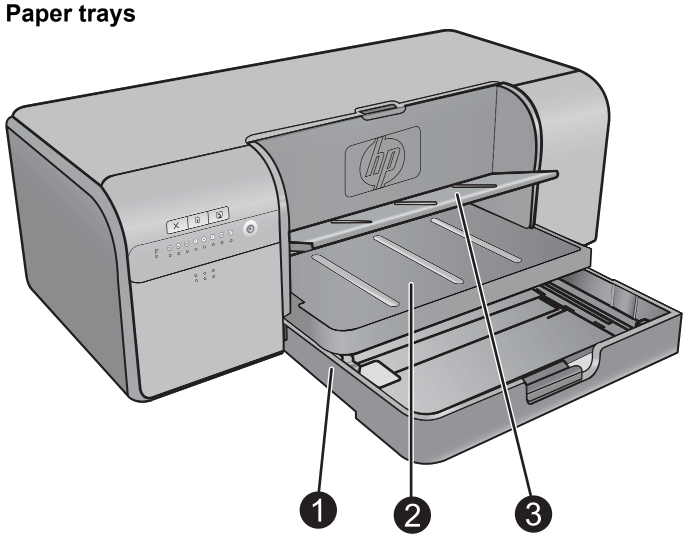
English

(continued)

4	**USB port**: Use this port to connect the printer to a computer.
5	**Rear door releases**: Press the two releases on either side of the rear paper slot to remove the rear door.

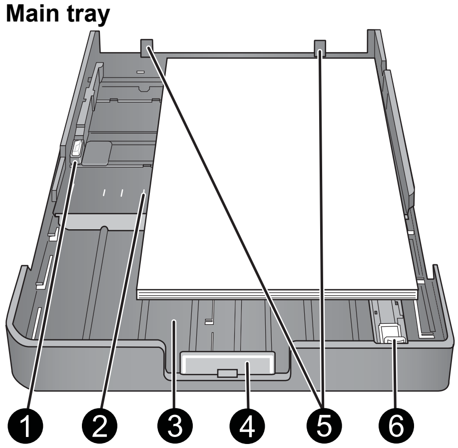
English

Paper trays



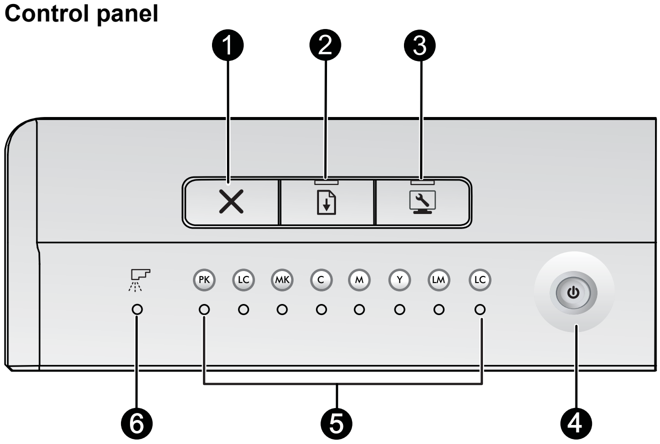
1	**Main tray**: Place a stack of photo paper, plain paper, or other non-rigid media in this tray for printing. Load the media in **portrait orientation** and **with the side to be printed facing down**. Squeeze the main tray release to lengthen or shorten the main tray, depending on the size of paper you are loading.
2	**Output tray**: Print jobs come out here. For easier access to the main tray, remove this tray by pulling it out towards you.
3	**Specialty media tray** (open): Insert a single sheet of heavy media, such as card stock, in this tray. Media from this tray is fed straight through the printer without being bent. Load the media **with the side to be printed facing up**. Do not load media thicker than 0.7mm. To learn how to use this tray, see Print from the specialty media tray (single-sheet feed).

Main tray



1	**Paper-width guide**: Adjust this guide to fit close to the left edge of the paper in the tray by pressing the button on the front of the guide and sliding the guide across.
2	**Paper-size markings**: Refer to these markings to guide you for loading paper in the correct orientation.
3	**Main tray extension**: Extend the main tray to load larger sizes of paper. Fully extended, the main tray can hold up to 33 x 48.3 cm (13 x 19 inch) paper.
4	**Main tray release**: Squeeze this release and pull it towards you to extend or retract the main tray extension, or to remove the tray from the printer.
5	**Paper stops**: Align the paper against these stops so that the paper feeds correctly into the printer.
6	**Paper-length guide**: Adjust this guide to fit close to the end of the paper in the tray.

Control panel



1	**Cancel**: Press to stop the current print job, printhead alignment, or color calibration.
2	**Resume**: The **Resume** light flashes if the printer is out of paper or there is a paper jam. Press the **Resume** button to resume printing after loading paper or clearing a paper jam. The **Resume** light is solid amber when the specialty media tray is lowered. Press the **Resume** button to begin printing after loading media into the specialty media tray.
3	**Toolbox**: Press once to open the printer Toolbox (Windows) or HP Printer Utility (Mac) on the computer screen. The amber **Toolbox** light flashes slowly if the printer is busy opening the Toolbox or HP Printer Utility.
4	**On**: The **On** light is solid blue when the printer is on. The **On** light flashes slowly when the printer is busy, and flashes rapidly when one or more printer doors are open.
5	**Ink cartridge lights**: These eight lights indicate the status of each individual ink cartridge. A solid light indicates that the corresponding cartridge might be low on ink. A flashing light indicates that the corresponding cartridge might be depleted of ink, missing, damaged, or incompatible.
6	**Printhead light**: The printhead light is solid amber when the printer is busy servicing, aligning the printheads, or performing color calibration. The printhead light flashes when a printhead is missing, damaged, or incompatible. To show which of the four printheads has a problem, two cartridge lights corresponding to the colors that serve the affected printhead will also flash.

English

2 Basic printing

This section explains how to load media in the paper trays, change printer settings, and print from your computer.

Paper trays

The printer has two trays for paper and other media:

- **Main tray**: The main tray can hold multiple sheets of media and automatically feed each sheet for printing. Only thin, flexible media can be loaded into this tray, due to the bending that media is subject to as it passes through the printer from this tray.
- **Specialty media tray**: The specialty media tray is designed primarily for thicker, less flexible media. Paper from this tray is fed straight through the printer, without being bent. When you use this tray, check that there is clear space behind the printer at least equal to the length of the media you are printing on. Load one sheet of media at a time into this tray, and be sure that the media is no thicker than 0.7 mm.

Any media that can be used in the main tray can also be used in the specialty media tray. However, some of the media types supported in the specialty media tray should not be loaded in the main tray.

TIP: Use the specialty media tray for small print jobs on lightweight, flexible paper when you want to avoid changing the paper stack in the main tray.

The table below summarizes the differences between the two media trays and provides guidelines for determining which tray to use for a specific print job.

Feature	Main tray	Specialty media tray
Paper feed	Multiple sheets	Single sheet
Paper path	Curved paper path	Straight-through paper path
Media	Thin, flexible	Thin and thick (not more than 0.7 mm)
Media orientation	Print-side DOWN	Print-side UP
Supported paper sizes	7.6 x 12.7 cm to 33 x 48.3 cm (3 x 5 inches to 13 x 19 inches)	7.6 x 12.7 cm to 33 x 111.8 cm (3 x 5 inches to 13 x 44 inches)

Use the following guidelines for determining which tray to load a particular type of media into:

Media	Main tray	Specialty media tray
Photo, Inkjet, and Plain Papers Examples: HP Advanced Photo paper, HP Professional Satin Photo paper, brochure, photo, inkjet, and plain papers	Recommended	Supported
Digital Fine Art Papers <220 gsm Examples: Photo rag	Supported	Recommended
Digital Fine Art Papers >220 gsm Examples: Canvas; Photo rag; Watercolor paper	Not supported	Recommended
Any media thicker than 0.7 mm	Not supported	Not supported

NOTE: You do not need to remove media from the main tray before you use the specialty media tray.

See Choose the right paper or other media for a description of specific paper types for use with this printer.

Choose the right paper or other media

For a list of available HP inkjet paper, or to purchase supplies, go to:

- www.hpshopping.com (U.S.)
- www.hp.com/eur/hpoptions (Europe)
- www.hp.com/jp/supply_inkjet (Japan)
- www.hp.com/paper (Asia/Pacific)

NOTE: HP Premium and HP Premium Plus Photo papers are not supported with this printer.

To get the best and longest-lasting results from the printer, choose from these high quality papers.

To print	Use this paper or media
High quality, long lasting prints and enlargements	HP Professional Satin Photo paper HP Advanced Photo paper (This paper is available in several finishes, including glossy and satin-matte/soft gloss. Not all finishes are available in all countries/regions or in every paper size.)
Color calibration and printhead alignment	HP Advanced Photo paper - Glossy
Casual photos from e-mail and the Web	Plain paper
Text documents, draft versions, and test pages	Plain paper

Important: Store paper in its original packaging or in a resealable plastic bag to prevent excessive curling, which can prevent proper feeding. Do not leave media in the main tray when you are not printing, because the media can curl when left exposed to air.

Specialty media

The printer prints on a variety of HP and non-HP specialty media. Experiment with some of the types listed here for special effects:

- HP Hahnemühle Smooth Fine Art Paper
- HP Hahnemühle Watercolor Paper
- HP Aquarella Art Paper
- HP Artist Matte Canvas
- Photo rag

Some media types may not be available in all countries/regions. Check with your local media provider.

WARNING! Do not load media thicker than 0.7 mm, as it can damage the printer.

Supported sizes

The HP Photosmart supports a wide range of paper sizes including:

Paper type	Size
Metric	10 x 15 cm (with or without tab), Panorama 10 x 30 cm, 13 x 18 cm, A3, A4, A5, A6, B4, B5, E
Imperial	Index card 3 x 5 to 5 x 8 inches, 3.5 x 5 to 12 x 12 inches, 4 x 6 inches (with or without tab), Panorama 4 x 10 inches to 4 x 12 inches, 13 x 19 inches (B+)
U.S.	Letter, Legal, Executive, Tabloid
Japan	L, 2L, Hagaki, Ofuku Hagaki
Envelopes	Envelope No. 10, A2 envelope, C6 envelope, DL envelope

(continued)

Paper type	Size
Banner paper	Up to 13 x 44 inches **NOTE:** To learn how to print banners, please visit the **Resource Center** on the HP Professional Photography Web site at www.hp.com/go/prophoto. Select your country at the top of the page.

⚠ **WARNING!** Do not load media thicker than 0.7 mm, as it can damage the printer.

English

Print from the main tray

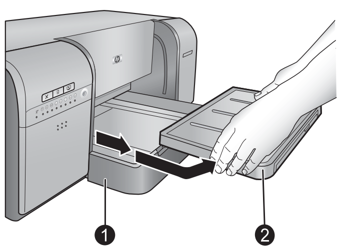
To learn which media can be loaded into the main tray, see Paper trays.

⚠ **WARNING!** Do not load canvas or other digital fine art media heavier than 220 gsm into the main tray, as it can damage the printer and the media. Use the specialty media tray instead.

NOTE: To print from the main tray, the specialty media tray must be closed.

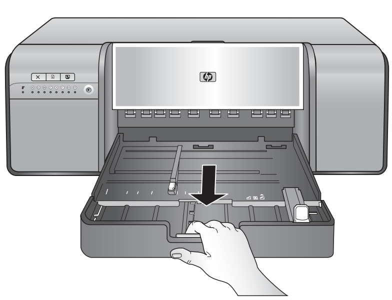
To print from the main tray

1. Remove the output tray completely by grasping the sides of the tray with both hands and sliding it out towards you. The main tray is now accessible.



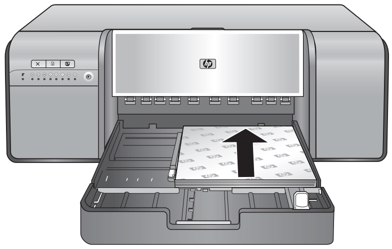
1	Main tray
2	Output tray

2. Move the paper-width and paper-length guides to their outermost position to make room for the paper.
3. Load paper in the main tray.
   a. For easier access or for loading larger sizes of media, extend the main tray by squeezing the main tray release and pulling the tray towards you.

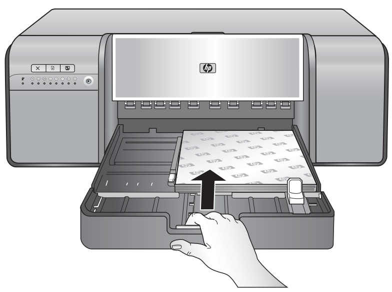


TIP: You can remove the tray from the printer, if necessary, by grasping the sides of the tray with both hands and pulling it towards you.

   b. Place a stack of paper in the main tray, **in portrait orientation and with the side to be printed facing down**. Align the paper against the right side of the tray and against the paper stops at the back of the tray. Check that the stack of paper is no higher than the top of the paper-width guide.

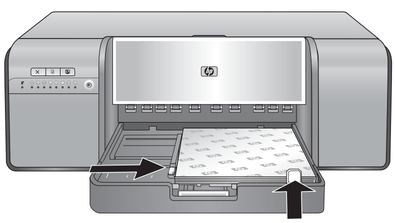


c. If you extended or removed the main tray to load paper, push in the main tray extension to the end of the paper by squeezing the release and pushing in the extension, and push the tray back into the printer until it is fully seated. **Be sure to adjust the length of the main tray and reseat the tray in the printer before you adjust the paper-length and paper-width guides or the paper will jam**.

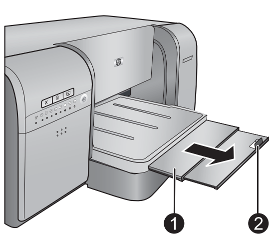


English

4. Adjust the paper-width and paper-length guides so they rest gently against the edges of the paper.



5. Check that the paper is lying flat in the tray.
6. Replace the output tray. If you are printing on paper larger than 21.6 x 28 cm (8.5 x 11 inches), pull out the output tray extension by holding the output tray with one hand and pulling out the extension with your other hand. Flip up the paper catch.



1	Output tray extension
2	Paper catch

7. In the printer driver on your computer, select the paper type that matches the type of media you have loaded. For more information on the printer driver, see Print from a software program.

8. Make sure the **Paper Source** (Windows) or **Source** (Mac) setting in the printer driver is set to **Main tray** or **Automatically Select**, so that the printer will feed media from the main tray.

   NOTE: When you select a **Paper Type**, the driver automatically sets the **Paper Source** (Windows) or **Source** (Mac) to the recommended paper tray. For some media types, you may override the recommended paper source setting. However, if a yellow warning symbol appears **(Windows)**, or the driver does not allow that selection **(Mac)**, use the specialty media tray instead to avoid printer damage or poor print quality. See Print from the specialty media tray (single-sheet feed) for information on printing from the specialty media tray.

9. Send your print job from the computer.

NOTE: If you are using non-HP brands of glossy media in the main tray, and the printer does not feed the paper or feeds multiple sheets through at once, try reducing the number of sheets in the main tray to 20 sheets, or use the specialty media tray to print on one sheet at a time.

Print from the specialty media tray (single-sheet feed)

To learn which media can be loaded into the specialty media tray, see Paper trays.

It is recommended that before you print on expensive specialty media, you practice using the specialty media tray by loading a single sheet of plain paper and printing an image or document.

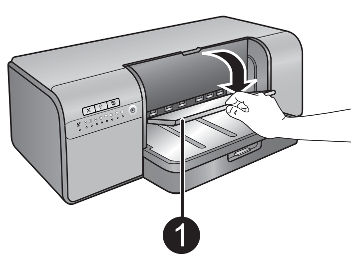
NOTE: You do not need to remove media from the main tray before you use the specialty media tray.

To print from the specialty media tray

1. Check that there is space behind the printer for the paper to pass back and forth through the rear paper slot. The space behind the printer should be equivalent to the length of the paper you are printing on.

   NOTE: Do not feed paper into the rear paper slot.

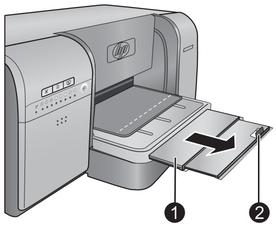
2. Lower the specialty media tray.
   The **Resume** light flashes while the printer raises the printhead assembly in preparation for printing from the specialty media tray. When the **Resume** light stops flashing, you can load media into the tray.



1	Specialty media tray (single-sheet feed)

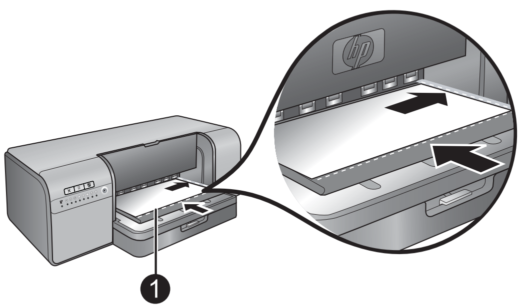
3. Pull out the output tray extension by holding the output tray with one hand and pulling out the extension with your other hand. Flip up the paper catch at the end of the output tray extension to prevent paper from falling.

English



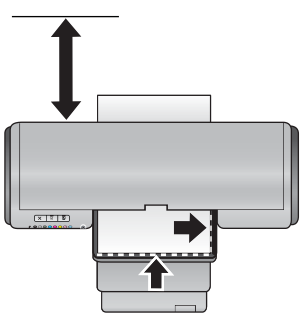
1	Output tray extension
2	Paper catch

4. Load one sheet **in portrait orientation and with the side to be printed facing up** in the specialty media tray. Feed the media into the printer until the **back** edge of the media (the edge nearest you) is lined up with the dashed white line on the tray. Align the right edge of the media against the **raised edge** of the **tray** and not against the side of the printer. Misaligned media can result in skewing or other printing problems, including paper jams.

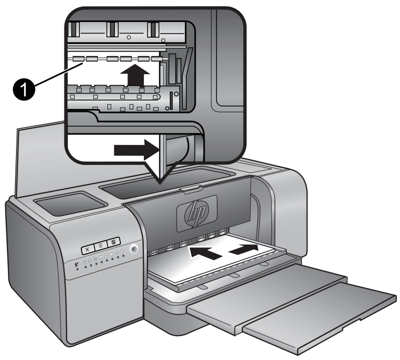


1	Specialty media tray (single-sheet feed)

For large sizes of media, the media will project through the rear paper slot at the back of the printer.



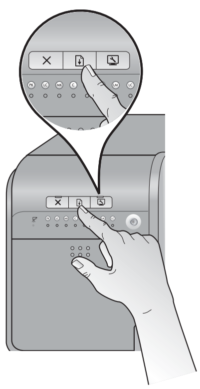
Important: If you are printing on canvas, or if the media is slightly curled, open the top door to check that the media feeds under the rollers smoothly. Be sure to close the top door again.



1	Rollers

Important: If the media is not flat enough for printing, a paper jam can occur. To flatten a sheet of media before printing, place the media in a plastic bag and gently bend it in the opposite direction of the curl.

5. Press the button on the printer.



6. In the printer driver on your computer, select the paper type that matches the type of media you have loaded. For more information on the printer driver, see Print from a software program.
7. Make sure the **Paper Source** (Windows) or **Source** (Mac) setting in the printer driver is set to **Specialty media tray**, so that the printer will feed media from that tray.

NOTE: When you select a **Paper Type**, the driver automatically sets the **Paper Source** (Windows) or **Source** (Mac) to the recommended paper tray. For some media types (such as photo papers, for which the single-sheet feed may be used less often), the recommended source is the main tray although you can also load them in the specialty media tray. When you want to print on such media from the specialty media tray, you will need to override the recommended paper source setting.

8. Send your print job from the computer.

Print from a software program

Follow the steps below to print a photo or document using the basic printer settings. To modify the settings, see Change print settings. To use the more advanced color management settings, see Color management.

To print from a software program (Windows)

1. Make sure you have paper loaded correctly.
2. On the **File** menu in your software program, click **Print**.
3. Select HP Photosmart Pro B8800 series as the printer. If you have already set the HP Photosmart Pro B8800 series as the default printer, you can skip this step. The HP Photosmart Pro B8800 series will already be selected.

English

4. If you need to change settings, click the button that opens the **Properties** dialog box. Depending on your software program, this button might be called **Properties**, **Options**, **Printer Setup**, or **Printer**.
5. Select the appropriate options for your print job by using the features available in the **Advanced**, **Printing Shortcuts**, **Features**, and **Color** tabs.

   TIP: You can easily select the appropriate options for your print job by choosing one of the predefined print tasks on the **Printing Shortcuts** tab. Click a type of print task in the **Printing Shortcuts** box. The default settings for that type of print task are set, and summarized on the **Printing Shortcuts** tab. If necessary, you can adjust the settings here, or you can make your changes on the other tabs in the **Properties** dialog box.

6. Click **OK** to close the **Properties** dialog box.
7. Click **Print** or **OK** to begin printing.

To print from a software program (Mac OS X v10.4)

1. From the **File** menu in your software application, choose **Page Setup**.
   The **Page Setup** dialog box appears, allowing you to specify the paper size, orientation, and scaling.
2. Make sure the HP Photosmart is the selected printer.
3. Specify the page attributes:
   • Choose the paper size.
   • Select the orientation.
   • Enter the scaling percentage.
4. Click **OK**.
5. From the **File** menu in your software application, choose **Print**.
   The **Print** dialog appears with the **Copies & Pages** pane open.
6. Change the print settings for each option in the pop-up menu, as appropriate for your project.

   NOTE: When printing a photo, you must select options for the correct paper type and photo enhancement.

7. Click **Print** to begin printing.

To print from a software program (Mac OS X v10.5)

1. From the **File** menu in your software application, choose **Print**.
   The **Print** dialog appears.
2. Make sure the HP Photosmart is the selected printer.
3. Specify the page attributes:
   • Choose the paper size.
   • Select the orientation.
   • Enter the scaling percentage.
4. To change other options, such as paper type, select them from the Application pop-up menu toward the bottom of the dialog.

   NOTE: When printing a photo, you must select options for the correct paper type and photo enhancement.

5. Click **Print** to begin printing.

Change print settings

Read this section to learn about the print settings available in the printer driver. You can also adjust print settings in the HP Photosmart Pro print plug-in for Adobe Photoshop 7, CS, and CS2. For more information, see Use the HP Photosmart Pro print plug-in for Adobe Photoshop®(versions 7.0, CS, and CS 2 only).

English

For more information on the HP printer driver, see the onscreen Help:

- **Windows**: Right-click the **HP Digital Imaging Monitor** icon on the Windows taskbar and then select **Launch/ Show HP Solution Center**. Click **Help** from the options on the bottom of the HP Solution Center home page. In the **Additional Resources** area, point to **Documents**, and then select **Onscreen Guide**. Also, in the print dialog itself, right-click any option and click the **What's This?** box to learn more about that option.
- **Mac**: Choose **Help**, **Mac Help** in the Finder, and then choose **Library**, **HP Product Help**.

Select a print quality option

To select a print quality (Windows)

1. Open the **Printer Properties** dialog box.
2. Click the **Features** tab.
3. From the **Print quality** drop-down list, select the appropriate speed and quality setting for your project:
   - **Fast Draft**: Prints at the fastest printing speed with most economical ink usage.
   - **Normal**: Provides the best balance between print quality and speed. This is the appropriate setting for most documents.
   - **Best**: Provides high-quality printing.
   - **Maximum dpi**: Provides high-quality, sharp images but takes longer to print than the **Best**print quality setting and requires a large amount of disk space. To enhance color matching and detail in the photo, use HP Advanced Photo paper when using the Maximum dpi print quality setting.

To select a print quality (Mac)

1. Open the **Print** dialog box.
2. Choose the **Paper Type/Quality** pane.
3. Click the **Paper** tab.
4. From the **Quality** pop-up menu, select the appropriate speed and quality setting for your project:
   - **Fast Draft**: Prints at the fastest printing speed.
   - **Normal**: Provides the best balance between print quality and speed. This setting is appropriate for most documents.
   - **Best**: Provides high quality printing.
   - **Maximum dpi**: Provides high-quality, sharp images but takes longer to print than the **Best** print quality setting and requires a large amount of disk space.

Set the paper type

The default paper type setting for printing is based on the printing shortcut you select. If you print on special papers, you can change the paper type from the **Printer Properties** dialog box.

To select a specific paper type (Windows)

1. Open the **Printer Properties** dialog box.
2. Click the **Features** tab.

3. Select the paper type from the **Paper Type** drop-down list. If the loaded paper type is not listed, add a custom paper type. For more information on adding a custom paper type, see the onscreen Help.

   NOTE: When you select a **Paper Type**, the driver automatically sets the **Paper Source** to the recommended paper tray. Depending on the paper type you are using, overriding the recommended **Paper Source** setting may result in printer or media damage. For more information, see Paper trays.

4. Select any other print settings that you want, and then click **OK**.

To select a specific paper type (Mac)

1. Open the **Print** dialog box.
2. Choose the **Paper Type/Quality** pane.
3. Click the **Paper** tab.
4. In the **Paper Type** pop-up menu, click the appropriate paper type.

   NOTE: When you select a paper type, the driver automatically sets the **Source** to the recommended paper tray. Depending on the paper type you are using, overriding the recommended **Source** setting may result in printer or media damage. For more information, see Paper trays.

5. Choose any other print settings that you want, and then click **Print**.

English

Select a paper source

The printer offers two sources for paper:

- Main tray
- Specialty media tray

NOTE: When you select a paper type, the driver automatically sets the **Paper Source** (Windows) or **Source** (Mac) to the recommended paper tray. Depending on the paper type you are using, overriding the recommended **Paper Source** or **Source** setting may result in printer or media damage. For more information, see Paper trays.

To select a paper source (Windows)

1. Open the **Printer Properties** dialog box.
2. Click the **Features** tab.
3. Select one of the following options from the drop-down list:
   - **Automatically Select**: Prints from the main tray.
   - **Main tray**: Prints from the main tray.
   - **Specialty media tray**: Prints from the specialty media tray.

To select a paper source (Mac)

1. Open the **Print** dialog.
2. Choose the **Paper Type/Quality** pane.
3. In the **Source** pop-up menu, click one of the following options:
   - **Main tray**: Prints from the main tray.
   - **Specialty media tray**: Prints from the specialty media tray.

Print in grayscale

You can print documents or photos in grayscale for dramatic black and white photos.

To print in grayscale (Windows)

1. Open the **Printer Properties** dialog box.
2. Click the **Color** tab, and then click **Print in Grayscale** in the **Color Options** area.

    NOTE: The **Print in Grayscale** setting is not available if the **Color management** field on the same tab is set to **Application Managed Colors**. To enable grayscale printing, choose a printer-based color management scheme (**ColorSmart/sRGB** or **Adobe RGB**). For more information on color management settings, see Color management.

3. In the **Print in Grayscale** drop-down list, select one of the following:
    - **Composite gray**
    - **Gray inks only**
4. Select any other print settings you want, and then click **OK**.

To print in grayscale (Mac)

1. Open the **Print** dialog box.
2. Select the **Paper Type/Quality** pane.
3. Click the **Paper** tab.
4. In the **Color** pop-up menu, select **Grayscale**.
5. Click the **Color Options** tab, and select one of the following:
    - **Composite gray**
    - **Gray inks only**
6. Choose any other print settings that you want, and then click **Print**.

NOTE: For more information on color settings in the printer driver, see Color management.

Set the default print settings

If you frequently print photos or documents on the same size and type of paper, you can set print defaults or presets with all your preferred settings.

To change the default print settings (Windows)

1. Right-click the **HP Digital Imaging Monitor** icon on the right side of the Windows taskbar, and then select **Launch/Show HP Solution Center** to open the HP Solution Center home page.
2. Click **Settings** on the bottom of the HP Solution Center home page.
3. Click **Printer Settings** in the **Print Settings** area.
4. Make changes to the print settings, and then click **OK**.

To create presets (Mac)

1. On the **File** menu in your software program, click **Print**.
2. Choose the settings on each pane that you want to use frequently.
3. In the **Presets** pop-up menu, choose **Save as**.
4. Type the name of your new preset, and then click **OK**.

Make the HP Photosmart Pro B8800 series the default printer

Windows

1. On the Windows taskbar, click **Start**, and then click **Control Panel**.
2. Open **Printers** (Windows Vista) or **Printers and Faxes** (Windows XP).
3. Right-click the **HP Photosmart printer** icon, and then click **Set as Default Printer**.

Mac

1. In the **System Preferences**, click **Print & Fax**, and then click **Printing**.
2. Choose an option from the **Selected printer in Print Dialog** pop-up menu.

3 Color management

This section provides some basic information about using color management with the HP Photosmart Pro B8800 series. For detailed information on color management, see the onscreen Help.

NOTE: In this User Guide, **printer software** refers to the HP Photosmart software that comes on the CD with the printer. The **printer driver** is the part of the printer software which controls the printer.

English

What is color management?

Color management affects the way the colors in your photos are printed. Because the printer, image editing software programs, the operating system, and imaging devices such as cameras, scanners, and monitors, all display colors differently, the color management strategy you choose affects whether colors are printed more or less accurately.

Color management is based on color spaces[1]. Most imaging devices use the RGB[2] color space, while commercial printers use the CMYK[3] color space. The differences between the two color spaces can cause printed photos to look markedly different from what you see on the monitor.

Color management is a complex subject and a detailed discussion is beyond the scope of this book, which only provides some typical examples. For more information, see the documentation that came with your third-party image editing software program.

Choose a color management strategy

Use the HP Photosmart Pro print plug-in for Adobe Photoshop®(versions 7.0, CS, and CS 2 only).	Use application-based color management.	Use printer-based color management.
• Advanced color management • Uses the Adobe Photoshop algorithms to produce high resolution prints • Single streamlined dialog box with the most commonly used color management settings	• Advanced color management • Uses the Adobe Photoshop algorithms to produce high resolution prints • Several dialog boxes for all the color management settings	• Simple color management • Uses the printer driver color management settings

TIP: 1 It is possible to have color management features turned on both in the printer driver and in a software program such as Adobe® Photoshop®. This double correction produces unsatisfactory results. Use either printer-based or application-based color management, but not both at the same time.

TIP: 2 Periodically, calibrate the printer color to ensure that the printer provides consistent color reproduction from print to print. See Align and calibrate the printer.

Use the HP Photosmart Pro print plug-in for Adobe Photoshop®(versions 7.0, CS, and CS 2 only)

The HP Photosmart Pro print plug-in for Adobe Photoshop streamlines the printing process and simplifies professional color management. The plug-in provides a central dialog box for color management and other print settings. It combines settings from the printer driver and the Adobe Photoshop **Print with Preview** dialog box so you no longer have to make your way through a confusing maze of dialog boxes each time you print.

The HP Photosmart Pro print plug-in is installed automatically with the printer driver if you have Adobe Photoshop (versions 7.0, CS, and CS 2 only) on the same computer.

1 Three-dimensional mathematical models for organizing color.
2 The RGB color space creates colors by mixing red, green, and blue light. Technologies that rely on light (monitors, scanners, or digital cameras) use this color space.
3 The CMYK color space used in the printing industry is based on the light-absorbing qualities of ink printed on paper. CMYK stands for cyan, magenta, yellow, and black, the colors used in four-color process printing.

Attention Adobe Photoshop CS3 users: The HP Photosmart Pro print plug-in is not supported in Photoshop CS3. HP and Adobe have improved the print workflow built into Photoshop CS3.

NOTE: Adobe Photoshop is a standalone 3rd party software product, not included with the printer.

For more information on application-based color management, see Use application-based color management.

Install the HP Photosmart Pro print plug-in

The HP Photosmart Pro print plug-in for Adobe Photoshop is installed automatically with the HP Photosmart printer software if you have Adobe Photoshop on the same computer. If you install Adobe Photoshop after you install the printer software, you can then install the HP Photosmart Pro print plug-in separately.

To install the HP Photosmart Pro print plug-in (Windows)

1. Insert the HP Photosmart CD in the computer CD-ROM drive.
2. Click **Install More Software**.
3. Select **Photosmart Pro plug-in for Photoshop®** and then follow the onscreen instructions.

To install the HP Photosmart Pro print plug-in (Mac)

1. Click the **HP Device Manager** icon in the Dock.
2. Click **Maintain Printer**.
3. Select the printer from the list, and then click **Select**. The HP Printer Utility appears.
4. Select the **Photosmart Pro print plug-in for Photoshop®** pane on the left.
5. Click **Install Photosmart Pro print**.

Start the HP Photosmart Pro print plug-in

To start the plug-in

1. Open an image in Adobe Photoshop.
2. Select **File**, point to **Automate**, and then click **Photosmart Pro print...**.

The print preview area in the Photosmart Pro print dialog box displays the current image in a scaled size in its true aspect ratio. Paper borders are displayed as they will appear on the print. To resize the image, click and drag its edges. To reposition the image on the page, click on the image and drag it to a new location. To print only a portion of the image, drag part of the image off of a page edge.

Use application-based color management

Application-based color management offers more sophisticated control than the printer-based form, but also involves greater complexity and more steps.

Application-based color management relies on files called ICC (International Color Consortium) device profiles. An ICC profile describes a device's color space. The software program component of your color management system uses these profiles to convert colors between each device's color space. The HP Photosmart Pro B8800 series software installation installs HP ICC profiles automatically for the printer.

To print using application-based color management features, you have to change settings in the printer driver and in the image editing software program. Here is one example of a typical print job using application-based color management in Adobe Photoshop (versions CS3 or CS2). See the documentation that came with your image editing software program for complete instructions on using the product's color management features.

To print using application-based color management (Using Photoshop CS3 or CS2)

1. Open the photo you want to print in Adobe Photoshop.
2. Select **File**, and click **Print** (CS3) or **Print with Preview** (CS2).
3. In Photoshop CS3: Make sure **HP Photosmart Pro B8800 series** is selected from the **Printer** drop-down list.
4. Select **Color Management** from the drop-down list.

5. From the **Color Handling** drop-down list, select **Photoshop Manages Colors** (CS3) or **Let Photoshop Determine Colors** (CS2).
6. From the **Printer Profile** drop-down list, select an appropriate printer profile for the paper and ink set you are using.
7. From the **Rendering Intent** drop-down list, select **Perceptual** or **Relative**. For most users, HP recommends selecting **Perceptual** and the **Black Point Compensation** option.
8. Click **Page Setup**, set up the page for the current image, and then click **OK**.
9. Click **Print**.

   Windows users:
   a. Click **Preferences** in the **Print** dialog box.
   b. Click the **Color tab**.
   c. Select **Application Managed Colors** from the **Color Management** drop-down list.
   d. Click the **Features** tab, select an appropriate paper type from the **Paper Type** drop-down list, and then click **OK**.
   e. Click **OK**.

   Mac users:
   a. Choose **Paper Type/Quality** in the **Print** dialog box.
   b. Make sure **Application Managed Colors** is selected from the **Color** pop-up menu.
   c. Select an appropriate paper type from the **Paper Type** pop-up menu.
10. Click **Print**.

Use printer-based color management

The HP Photosmart Pro B8800 series printer offers built-in automatic color management that is easy to configure. Printer-based color management produces attractive results and should be adequate for many users.

You can choose from a range of printer driver color space settings based on the color space used by your imaging device and your usage of ICC profiles. For more information on using printer-based color management, see the onscreen Help. For information on how to access the onscreen Help, see Find more information.

4 Care and maintenance

Follow the guidelines in this section to extend the life span of the printer and printing supplies, and to ensure that the photos you print are always of the highest quality.

Leave the printer plugged in

HP recommends that you always leave the printer plugged in so that it can periodically perform self-servicing routines. If you leave the printer off for an extended period of time, you will experience a decline in print quality, automatic maintenance routines will need to be run, and you may have to replace one or more printheads.

NOTE: You may turn the printer off to conserve power; the printer will turn itself on when necessary to run the self-servicing routines as long as it is connected to power. If the printer is connected to a power strip, make sure the power strip remains on so that the printer can perform automatic maintenance periodically.

The printer performs a self-servicing routine if the printer is idle for 24 hours or more. The length of time it takes for the servicing routine to be completed depends on how long the printer has been idle. As part of the servicing routine, a nozzle health sensor checks the printhead nozzles for blockages, clears any blockages found, if possible, and substitutes nozzles as needed. For more information on cleaning the printheads, see Clean the printheads automatically.

NOTE: Ink in the cartridges included in the printer box is used for printer initialization. Ink from these cartridges, as well as from replacement cartridges, is also used to keep print nozzles clear and ink flowing smoothly.

Use the Toolbox (Windows) or HP Printer Utility (Mac)

The Toolbox (Windows) or HP Printer Utility (Mac) contain useful tools to enhance printer performance. Use the Toolbox or HP Printer Utility to do the following:

- Align the printheads
- Automatically clean the printheads
- Calibrate color
- Print a test page
- View estimated ink levels

To open the Toolbox (Windows) or HP Printer Utility (Mac) from the printer control panel

▲ Press the button on the printer control panel to open the printer Toolbox (Windows) or HP Printer Utility (Mac).

Ink cartridge care

Follow these tips to help maintain HP ink cartridges and ensure consistent print quality:

- For information on installing the ink cartridges and printheads the first time after you purchase the printer, see the *Quick Start Guide*.
- HP recommends that you use genuine HP ink cartridges. Genuine HP ink cartridges are designed and tested with HP printers to help you easily produce great results, time after time. Damage that results from the use of non-HP ink cartridges is not covered by the HP warranty.
- HP does not recommend modifying or refilling HP cartridges. Damage that results from modifying or refilling HP cartridges is not covered by the HP warranty.
- Keep all unused ink cartridges in their original sealed packages until they are needed. Store ink cartridges at room temperature (15–35 degrees C or 59–95 degrees F).

English

Check the ink levels

NOTE: 1 Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays.You do not need to replace the ink cartridges until you are prompted to do so.

NOTE: 2 If the ink cartridges were used before being installed in the printer, or have been refilled, the estimated ink levels might be inaccurate or unavailable.

To check the ink levels using the HP Solution Center (Windows only)

▲ Right-click the **HP Digital Imaging Monitor** icon on the right side of the Windows taskbar, and then select **Launch/Show HP Solution Center** to open the HP Solution Center home page.

An estimate of the ink levels appears on the top right corner of the HP Solution Center home page.

To check ink levels using the printer Toolbox (Windows) or HP Printer Utility (Mac)

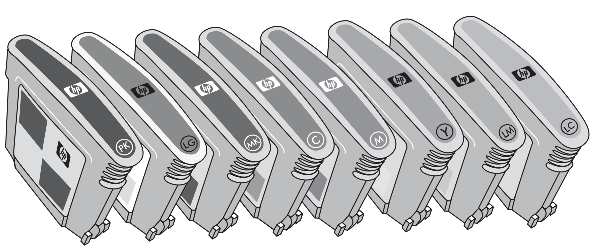
1. Press on the printer control panel to open the printer Toolbox or HP Printer Utility on the computer screen.
2. Windows: Click the **Estimated Ink Levels** tab.
   Mac: Click the **Supplies Status** pane.

An estimate of the ink levels in the cartridges appears.

Replace the ink cartridges

For proper operation, install all of the following eight ink cartridges:

- HP 38 Photo Black (PK) Pigment ink cartridge
- HP 38 Light Gray (LG) Pigment ink cartridge
- HP 38 Matte Black (MK) Pigment ink cartridge
- HP 38 Cyan (C) Pigment ink cartridge
- HP 38 Magenta (M) Pigment ink cartridge
- HP 38 Yellow (Y) Pigment ink cartridge
- HP 38 Light Magenta (LM) Pigment ink cartridge
- HP 38 Light Cyan (LC) Pigment ink cartridge

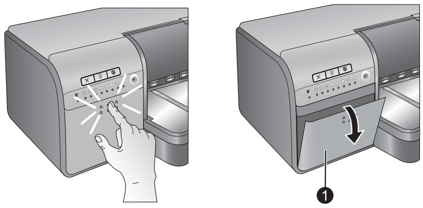


If you are replacing ink cartridges, check that you are using the correct cartridges.

NOTE: Before replacing the ink cartridges, you can check the cartridge ink levels using the printer Toolbox or HP Printer Utility. For more information, see Check the ink levels.

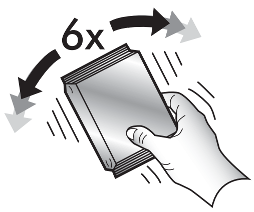
To replace the ink cartridges

1. Open the ink cartridge door by pressing the raised bumps at the top of the door until the door clicks open.

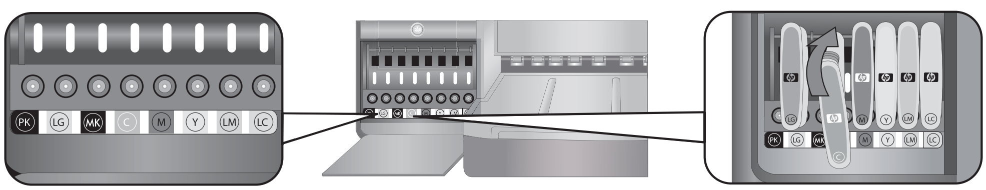


1	Ink cartridge door

2. Remove the ink cartridges that need to be replaced. Grasp a cartridge and pull it out of the stall.
3. Shake the new ink cartridges vigorously, at least six times, before opening their packages.



4. Unwrap the ink cartridges, and then insert each cartridge into its color-coded stall in the orientation shown. Press firmly on the cartridges to ensure proper contact.



5. Close the ink cartridge door.



1	Ink cartridge door

NOTE: All eight cartridges and four printheads must be correctly installed for the printer to work. If this is the first time you are installing the ink cartridges and printheads, see the *Quick Start Guide* for information on the initial set up of ink cartridges and printheads. If you need to replace the printheads, see the onscreen Help.

English

Clean the printer

For best results, keep the outside of the printer clean. If you notice any ink residue on the outside of the printer, be sure to clean it off using the following steps.

NOTE: Never clean the inside of the printer.

Clean the printer exterior

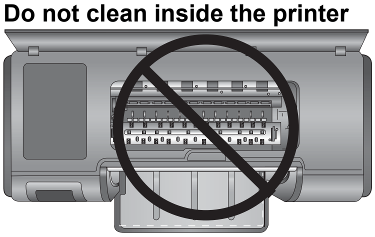
To clean the outside of the printer

1. Turn off the printer by pressing the button.
2. Wipe the outside of the printer with a soft cloth that has been lightly moistened with water. Be sure to wipe away any ink residue that has accumulated on the output tray.

   CAUTION: Do not use any type of cleaning solution. Household cleaners and detergents might damage the printer finish.

3. Press the button to turn on the printer.

Do not clean inside the printer



Clean the printheads automatically

If you notice white lines or single-color streaks on the photos you print, the printheads might need to be cleaned.

To clean the printheads automatically (Windows)

1. Press the button on the printer control panel to open the printer Toolbox on the computer screen.

   TIP: You can also open the printer Toolbox from the HP Solution Center on your computer. For more information, see Use the Toolbox (Windows) or HP Printer Utility (Mac).

2. Click **Clean the Printheads** on the **Device Services** tab.
3. Following the directions on the computer screen, load paper so the printer can print a test page after cleaning the printheads. Use Letter or A4-sized plain paper to conserve photo paper.
4. Press the button to begin cleaning the printheads.

To clean the printheads automatically (Mac)

1. Press the button on the printer control panel to open the HP Printer Utility on the computer screen.

   TIP: You can also open the HP Printer Utility from the **HP Device Manager** in the Dock.

2. Select the **Clean** pane on the left.
3. Click **Clean**, and follow onscreen instructions.

If you still notice white streaks or missing colors on the test page after cleaning the printheads automatically, you might need to clean the printhead nozzles manually. For information on cleaning the printhead nozzles manually and other maintenance tasks, refer to the onscreen Help. For information on accessing the onscreen Help, see Find more information.

NOTE: Do not clean the printheads more often than necessary, since the cleaning uses ink.

Align and calibrate the printer

The first time you install printheads in the printer or if you replace a faulty printhead, the printer performs a printer alignment and color calibration automatically. However, if colors in the photos you print are misaligned, or if the alignment page does not print correctly when you install a new printhead, use the following procedure to re-align the printheads.

For consistent color reproduction from print to print, be sure to calibrate the printer color periodically. Before aligning and calibrating the printer, check that you are using the correct paper. Use Letter or A4-sized **HP Advanced Photo paper - Glossy**. If you use a different type of paper, the results may not be accurate.

To align the printheads (Windows)

1. Load Letter or A4-sized **HP Advanced Photo paper - Glossy** in the main tray.
2. Press the button on the printer control panel to open the printer Toolbox on the computer screen.

   TIP: You can also open the printer Toolbox from the HP Solution Center on your computer. For more information, see Use the Toolbox (Windows) or HP Printer Utility (Mac).

3. Click the **Device Services** tab.
4. Click **Align the Printheads**.
5. Click **Align** and follow the onscreen instructions.

To align the printheads (Mac)

1. Load Letter or A4-sized **HP Advanced Photo paper - Glossy** in the main tray.
2. Press the button on the printer control panel to open the HP Printer Utility on the computer screen.

   TIP: You can also open the HP Printer Utility from the **HP Device Manager** in the Dock.

3. Select the **Align** pane on the left.
4. Click **Align** and follow the onscreen instructions.

To calibrate the printer color (Windows)

1. Load Letter or A4-sized **HP Advanced Photo paper - Glossy** in the main tray.
2. Press the button on the printer control panel to open the printer Toolbox on the computer screen.

   TIP: You can also open the printer Toolbox from the HP Solution Center on your computer. For more information, see Use the Toolbox (Windows) or HP Printer Utility (Mac).

3. Click the **Color Calibration** tab.
4. Click **Initiate Color Calibration** and follow the onscreen instructions.

To calibrate the printer color (Mac)

1. Load Letter or A4-sized **HP Advanced Photo paper - Glossy** in the main tray.
2. Press the button on the printer control panel to open the HP Printer Utility on the computer screen.

   TIP: You can also open the HP Printer Utility from the **HP Device Manager** in the Dock.

3. Select the **Color Calibration** pane on the left.
4. Click **Start Color Calibration** and follow onscreen instructions.

Print a test page

You can print a test page to check the condition of the printheads. The test page also contains useful information about the printer, including the printer serial number and firmware version.

To print a test page (Windows)

1. Press the button on the printer control panel to open the printer Toolbox on the computer screen.

   TIP: You can also open the printer Toolbox from the HP Solution Center on your computer. For more information, see Use the Toolbox (Windows) or HP Printer Utility (Mac).

2. Click the **Device Services** tab.
3. Click **Print a Test Page** and then click **Print Page**.

To print a test page (Mac)

1. Press the button on the printer control panel to open the HP Printer Utility on the computer screen.

   TIP: You can also open the HP Printer Utility from the **HP Device Manager** in the Dock.

2. Select the **Test** pane on the left.
3. Click **Print Test Page**.

Print a sample page

You can print a sample page to verify that the printer can successfully print a photo. If you are having trouble printing a photo from your software program, use this option as part of the troubleshooting process to determine whether the problem is with the printer or software program.

To print a sample page (Windows)

1. Load paper in the main tray. Use plain paper to conserve photo paper.
2. Press the button on the printer control panel to open the printer Toolbox on the computer screen.

   TIP: You can also open the printer Toolbox from the HP Solution Center on your computer. For more information, see Use the Toolbox (Windows) or HP Printer Utility (Mac).

3. Select **Print a Sample Page** and then click **Print Page**.

To print a sample page (Mac)

1. Load paper in the main tray. Use plain paper to conserve photo paper.
2. Press the button on the printer control panel to open the HP Printer Utility on the computer screen.

   TIP: You can also open the HP Printer Utility from the **HP Device Manager** in the Dock.

3. Select the **Sample Page** pane on the left.
4. Click **Print Sample Page**.

Download printer software updates

Download the latest printer software updates periodically to ensure you have the latest features and improvements.

NOTE: The printer software update that you download from the HP Web site updates only the printer driver. It does not update the HP Photosmart Essential software.

To update your printer software (Windows)

NOTE: Make sure you are connected to the Internet before you use HP Update.

1. Open HP Update from the Windows **Start** menu or the HP Solution Center.

   From the Start menu:

   a. Windows XP: Select **All Programs** > **HP** > **HP Update**. The HP Update window opens.
   b. Windows Vista: Locate the HP folder from the menu group, and then select **HP Update**.

   From the HP Solution Center:

   a. Right-click the **HP Digital Imaging Monitor** icon on the right side of the Windows taskbar, and then select **Launch/Show HP Solution Center** to open the HP Solution Center home page.
   b. Click **Help** on the bottom of the HP Solution Center home page.
   c. Click **Check For Updates** in the **Online Resources** area. The HP Update window opens.

2. Click **Next**. HP Update searches the HP Web site for printer software updates. If the computer does not have the most recent version of the printer software installed, a software update appears in the HP Update window.

   NOTE: If the computer has the most recent version of the printer software installed, **No updates are available for your system at this time** appears in the HP Update window.

3. If a software update is available, click the checkbox next to the software update to select it.
4. Click **Install**.
5. Follow the onscreen instructions to complete the installation.

To update your printer software (Mac)

1. Make sure the computer is connected to the Internet.
2. In the Dock, click **HP Device Manager**.
   The **HP Device Manager** window appears.
3. In the **Devices** pop-up menu, choose the HP Photosmart.
4. From the **Information and Settings** pop-up menu, select **Check for updates**.
   The **HP Software Update** window will open.
5. Click **Check Now** to check for updates.
6. If desired, click **Check for updates** and set the software to automatically check for updates on a schedule.

NOTE: You can also download printer software updates by going to www.hp.com/support, selecting your country/region, entering the printer in the search box, and clicking on **Software & Driver** downloads.

Uninstall the printer software

If you need to uninstall the printer software, follow these steps.

Uninstall the printer software (Windows)

1. From the Windows **Start** menu, click **Programs** or **All Programs**, click **HP**, and then click **HP Photosmart Pro B8800 series**.
2. Click **Uninstall**.

Uninstall the printer software (Mac)

1. Disconnect the HP Photosmart from your Mac.
2. Double-click the **Applications**:**Hewlett-Packard** folder.
3. Double-click **HP Uninstaller**.
   Follow the onscreen instructions.
4. After the software is uninstalled, restart your computer, and then empty the Trash.
5. To reinstall the software, insert the HP Photosmart CD-ROM into your computer's CD-ROM drive.

English

6. On the desktop, open the CD-ROM and then double-click **HP Installer**.
7. Follow the onscreen instructions and the instructions provided in the *Setup Guide* that came with the HP Photosmart.

5 Troubleshooting and support

The printer is designed to be reliable and easy to use, but if you have any problems, refer to this section for possible solutions.

If any of the indicator lights on the printer control panel are flashing, see Error states and indicator light behavior for more information. For additional troubleshooting information, see the onscreen Help.

English

Printer software installation problems

NOTE: Before contacting HP support, read this section for troubleshooting tips or go to the online support services at www.hp.com/support. The name of HP support services may vary by country/region.

If the printer software did not install successfully or if the printer and computer are not communicating properly after software installation, check this section for possible solutions.

Before proceeding, check all cable connections between the printer and computer, and ensure that you are using the most recent version of the printer software.

The System Requirements dialog box is displayed during installation

Cause: A component of the computer system does not meet minimum system requirements.

Solution: Upgrade the component to the minimum system requirement and then reinstall the printer software.

The computer could not read the HP Photosmart CD

Solution: Make sure the CD is not dirty or scratched. If other CDs work but the HP Photosmart one does not, you might have a damaged CD. You can request a new CD from HP support. If other CDs do not work, you might need to service the CD-ROM drive.

The installation software does not start automatically when the CD is inserted (Windows only)

Solution: From the Windows **Start** menu, select **Run**. Click **Browse**, and then navigate to the CD drive where you inserted the HP Photosmart CD. Double-click the **setup.exe** file.

The Found New Hardware wizard appears on computer (Windows only)

Cause: You might have connected the USB cable before completing the software installation.

Solution: Unplug the USB cable, click **Cancel** on the **Found New Hardware** wizard, and then restart the software installation. Do not connect the USB cable until prompted during software installation.

The Found New Hardware wizard cannot locate the drivers on the CD (Windows only)

Solution: Unplug the USB cable, click **Cancel** on the **Found New Hardware** wizard, and then restart the software installation. Do not connect the USB cable until prompted during software installation.

The computer stops responding during software installation

Cause: Virus protection software or another software program is running in the background and slowing down the installation process.

Solution: Wait while the software finishes copying files; this might take several minutes. If, after several minutes, the computer is still not responding, restart the computer, pause or disable any active virus protection software, quit all other software programs, and then reinstall the printer software.

English

Printer hardware setup problems

If you are having problems related to printer hardware setup, check this section for possible solutions. If your issue is related to software setup, see Printer software installation problems. If any of the indicator lights on the printer control panel are flashing, see Error states and indicator light behavior for more information.

NOTE: For complete troubleshooting assistance on printer setup, see the animated Quick Start Tutorial on the HP Photosmart software CD. To view the Tutorial, follow these steps:

Windows: Insert the CD into your computer and click **View Quick Start Tutorial**.

Mac: Insert the CD into your computer, double-click the **HP Software** icon, and then double-click the **HP Installer** icon.

The animated Quick Start Tutorial on the CD provides instructions for setting up the printer and installing software along with troubleshooting information. To access the troubleshooting information, click **Need help?** on the bottom-left corner of the Quick Start Tutorial screen.

The printer is plugged in but will not turn on

Solution

- The printer might have drawn too much power. Unplug the printer power cord from the back of the printer. Wait about 30 seconds, and then plug the cord back in. Turn on the printer.
- The printer might be plugged into a power strip that is turned off. Turn on the power strip, and then turn on the printer.
- The power cord could be defective.

I do not know where to insert the printheads

Solution: Make sure the blue printhead assembly cover is open all the way. Pull the blue handle forward to unlatch it, and then raise the cover all the way. The printhead slots will then be visible. For more information, see the **Insert the printheads** section of the animated Quick Start Tutorial.

I cannot remove the output tray

Solution

- Pull the output tray straight towards you. Do not lift the forward edge upwards as you pull. It may take some force to pull the tray out.
- Make sure you are not pulling the main tray (beneath the output tray) as you pull the output tray out.

Nothing happens when I press the Resume button

Solution: Make sure all four printheads and all eight ink cartridges are installed correctly. Check that both doors and the specialty media tray are closed. Wait for the Resume light to start flashing quickly, and then try pressing the **Resume** button again. If the printer calibration does not begin, there might be a paper jam. For more information on clearing paper jams, see Error message: There is a paper jam. Clear jam then press the Resume button on the printer.

The Resume light is not on or flashing

Solution: The printheads or the cartridges are missing or not installed correctly. Make sure all four printheads and all eight ink cartridges are installed correctly. For more information, see the onscreen Help or the animated Quick Start Tutorial.

Printing problems

NOTE: Before contacting HP support, read this section for troubleshooting tips or go to the online support services at www.hp.com/support. The name of HP support services may vary by country/region.

TIP: View the **How do I?** animations available from the HP Solution Center to see how to load paper in the main tray or the specialty media tray, how to clear a paper jam, and how to install and replace ink cartridges and printheads.

The printer makes noises when I turn it on, or starts making noises after sitting unused for a while

Solution: The printer might make noises after a period of inactivity or when its power supply has been interrupted and then restored. This is normal operation. The printer is performing an automatic maintenance procedure to ensure it produces the best quality output. For more information, see Leave the printer plugged in.

Printing is very slow

Cause: You might be printing a PDF or a project containing high-resolution graphics or photos. Large, complex projects containing graphics or photos print slower than text documents.

Solution: Consider using lower resolution graphics in the project, if possible, or allow for longer print times in your workflow.

Paper does not feed into the printer correctly from the main tray

Solution

- If you are using non-HP brands of glossy media or thick media in the main tray, and the printer does not feed the paper or feeds multiple sheets through at once, try reducing the number of sheets in the main tray to 20, or use the specialty media tray to print on one sheet at a time.
- Remove the main tray from the printer and check that the paper stack is lying flat in the tray, and has not been pushed up over the paper stops. When you replace the tray, be sure to push the tray into the printer until it is seated correctly.
- There might be too much paper loaded in the tray. Check that the paper is not stacked above the height of the paper-length guide. If it is, remove some paper and try printing again.
- The paper guides might not be adjusted correctly. Make sure the paper-width and paper-length guides fit close to the edges of the paper without bending the paper.
- Two or more pieces of paper might be sticking together. Remove the paper from the main tray, fan the edges of the stack to separate the sheets of paper, and then reload the paper and try printing again.
- If the paper is wrinkled or bent, try using different paper.
- The paper might be too thin or too thick. Use HP inkjet paper for best results. For more information, see Choose the right paper or other media.

TIP: For more information on loading paper, see Choose the right paper or other media or view the **How do I?** animations available from the HP Solution Center.

English

Printed pages are dropping off of the output tray

Solution: Always extend the output tray extension and flip up the paper catch when you print.

The printout is rippled or curled

Solution

- Check that the media type setting in the printer software matches the type of media loaded in the tray.
- Try a different print quality setting such as **Normal** or **Best**.

The document printed at an angle or is off-center

Solution: The paper might not be loaded correctly. Reload the paper, making sure it is correctly oriented in the tray and that the paper-width and paper-length guides fit close to the edges of the paper. For more information on loading paper, see Choose the right paper or other media or view the **How do I?** animations available from the HP Solution Center.

Colors are not printing satisfactorily

Solution

- The color management settings of the printer might not be set properly. For more information, see Color management.
- Check that the media type setting in the printer software matches the type of media loaded in the tray.
- Check if one or more of the ink cartridges are low on ink. For more information, see Check the ink levels.
- The printer color may need to be calibrated. For more information, see Align and calibrate the printer.
- Some of the ink nozzles on the printheads are clogged. Clean the printheads. See Clean the printheads automatically.

A blank page came out of the printer

Solution

NOTE: Check to make sure that the document you are printing does not have blank pages.

- You might have begun printing and then cancelled the process. If you cancelled the process before printing started, the printer might have already loaded paper in preparation for printing. The next time you print, the printer ejects the blank page before starting the new printing project.
- The printer picked two or more pages at once. Fan the paper stack before loading in main tray to separate the individual pages or reduce the number of sheets loaded.

The printer ejects the paper when preparing to print

Solution: Direct sunlight could be interfering with the operation of the automatic paper sensor. Move the printer out of direct sunlight.

Print quality is poor

Solution

- Use photo paper designed for the printer. For best results, use HP Advanced Photo paper.
- You might be printing on the wrong side of the paper. Make sure the paper is loaded in the main tray **with the side to be printed facing down** or in the specialty media tray **with the side to be printed facing up**.

- You might have selected a low-resolution setting on the digital camera. Reduce the print size of the image and try printing again. For better results in the future, set the digital camera to a higher photo resolution.
- There might be a problem with a printhead. Print a test page to check the condition of the printheads. For more information on printing a test page, see Print a test page.
  - If the test page indicates the printheads need to be aligned, align the printheads. See Align and calibrate the printer.
  - If the test page indicates the printheads need to be cleaned, run an automatic cleaning procedure from the printer control panel. For more information, see Clean the printheads automatically.
  - If automatic cleaning does not resolve the problem, try manually cleaning the nozzles on the printheads. For more information on cleaning the printheads manually, see the onscreen Help.
- Calibrate the printer color and check the color management settings. See Align and calibrate the printer and Color management for more information.
- If you are printing from a large file (for example, printing a large image at high dpi), and your system has insufficient RAM and/or a processor of insufficient speed, your print quality may be poor. Try the following workarounds, or increase your system processor speed and physical memory size (RAM). Please visit www.hp.com/support (search keyword: **Photosmart Pro B8800**) for more information on this issue. To optimize print quality for slow computers:
  - Close all applications except the application you are printing from. Make sure there are no processes running in the background.
  - Change your color management strategy to “Managed by Application,” or disable color management. See Color management for more information.
  - If you are printing a landscape image, rotate it into portrait orientation and select portrait orientation in the driver before printing.

For detailed troubleshooting information on print quality problems, see the onscreen Help.

Scrapes, scratches, or white lines are appearing in my prints

Solution

- Make sure the media you are using is flat. To flatten a sheet of media before printing, place the media in a plastic bag and gently bend it in the opposite direction of the curl. If the problem still occurs, try a different sheet of media.
- If you are using glossy HP Advanced Photo paper or HP Professional Satin Photo paper, try using the **Photo Thick** paper-type setting in the printer driver.
- Try cleaning the printheads. For more information, see Clean the printheads automatically.
- Try using the Maximum dpi print quality setting. For more information, see the onscreen Help.

Error messages

Error messages that are displayed on the printer screen can be divided into the following types:

- Paper errors
- Ink cartridge and printhead errors

Paper errors

Before contacting HP support, read this section for troubleshooting tips or go to the online support services at www.hp.com/support. The name of HP support services may vary by country/region.

TIP: View the **How do I?** animations available from the HP Solution Center to see how to load paper in the main tray or the specialty media tray, how to clear a paper jam, and how to install and replace ink cartridges and printheads.

Error message: Remove media

Solution: When you print on certain types of media using the specialty media tray, the printer does not fully eject the media from the printer. If the computer prompts you to remove media from the printer, grasp the media with both hands and gently pull it from the front of the printer.

Error message: There is a paper jam. Clear jam then press the Resume button on the printer

Solution: Try the following steps to clear the paper jam:

1. Open the top door and clear the printer of any paper obstructing the paper path. If needed, gently move the printhead assembly to one side to remove the paper.
2. Press the two releases on either side of the rear door to remove it and gently remove the jammed paper from the printer, then replace the rear access door.
3. Try pulling out the main tray and replacing it in the printer, making sure to push the tray in as far as it will go, until it is fully seated.
4. Press **Resume** after clearing a paper jam.

NOTE: 1 If you were printing labels, make sure a label did not become unglued from the label sheet while going through the printer.

NOTE: 2 Dry conditions can cause paper to curl, which can cause paper jams, so store expensive specialty media in a plastic bag rather than in the main tray.

Error message: Out of paper

Solution: Load paper in the tray from which the print job was initiated, and then press the button to print again. For paper-loading instructions, see Print from the main tray or Print from the specialty media tray (single-sheet feed).

Error message: Paper mismatch

Cause: The size of the paper in the tray does not match the photo size selected in the printer driver.

Solution: Press **Cancel** on the printer control panel, and re-start the print job, making sure to select the correct paper size in the driver or load paper that matches the driver paper-size setting.

Ink cartridge and printhead errors

Before contacting HP support, read this section for troubleshooting tips or go to the online support services at www.hp.com/support. The name of HP support services may vary by country/region.

TIP: View the **How do I?** animations available from the HP Solution Center to see how to load paper in the main tray or the specialty media tray, how to clear a paper jam, and how to install and replace ink cartridges and printheads.

Error message: Cartridge problem

Cause: The specified ink cartridges are missing or damaged.

Solution: Make sure all eight ink cartridges are installed. If there are no ink cartridges missing, try removing the indicated cartridges and then reinstalling them. If this does not work, you might have a damaged ink cartridge.

Check to see if your ink cartridge is still under warranty:

- If the end of warranty date has been reached, purchase a new ink cartridge.
- If the end of warranty date has not been reached, contact HP support. For more information, see HP support.

Error message: Cartridges nearly expired --OR-- Cartridges expired

Cause: The ink in the indicated cartridges is near or at the expiration date.

Solution: Each ink cartridge has an expiration date. The purpose of expiration is to protect the printing system and to ensure ink quality. When you receive a "Cartridges expired" message, remove and replace the expired ink cartridge, and then close the message. You can also continue printing without replacing the ink cartridge, by following the instructions on the product or the ink cartridge expiration message on your computer screen. HP recommends replacing the expired ink cartridges. HP cannot guarantee the quality or reliability of expired ink cartridges. Device service or repairs required as a result of using expired ink will not be covered under warranty.

Error message: Replace cartridges soon

Cause: The indicated ink cartridges are estimated to be low on ink.

Solution: The indicated ink cartridges may need to be replaced soon.

NOTE: Ink level warnings and indicators provide estimates for planning purposes only. When you receive a low-ink warning message, consider having a replacement cartridge available to avoid possible printing delays.You do not need to replace the ink cartridges until you are prompted to do so.

Error message: Cannot print

Cause: The ink in the indicated cartridges has been depleted.

Solution: Replace the indicated ink cartridges. For more information, see Replace the ink cartridges.

Error message: Printhead problem

Cause: The indicated printheads are missing, not detected, incorrectly installed, or damaged.

Solution: Try reinstalling the indicated printheads. Press firmly on each printhead until it snaps into place and make sure the assembly cover is closed properly and the printer top door is closed. If the error message still appears, contact HP support for special instructions on troubleshooting printhead problems.

Error message: Incompatible printheads

Solution: Replace the indicated printheads with the appropriate printheads for the device. To determine the reorder number for all the printheads that the printer supports, see the back cover of this guide.

HP support

If you still have a problem, follow these steps:

1. Check the documentation that came with the HP Photosmart.
2. Visit the HP online support Web site at www.hp.com/support. HP online support is available to all HP customers. It is the fastest source for up-to-date device information and expert assistance and includes the following features:
   - Fast access to qualified online support specialists
   - Software and driver updates for the HP Photosmart
   - Valuable HP Photosmart and troubleshooting information for common problems
   - Proactive device updates, support alerts, and HP newsgrams that are available when you register the HP Photosmart
3. **For Europe only**: Contact your local point of purchase. If the printer has a hardware failure, you will be asked to bring the printer to where you purchased it. Service is free during the printer limited warranty period. After the warranty period, you will be quoted a service charge.
4. Call HP support. Support options and availability vary by device, country/region, and language.

NOTE: For a list of support phone numbers, see the phone number list on the inside of the back cover.

Regulatory model identification number SDGOA-0842

For regulatory identification purposes, the product is assigned a Regulatory Model Number. The Regulatory Model Number for the product is SDGOA-0842. This regulatory number should not be confused with the marketing name (HP Photosmart Pro B8800 series) or product number (Q7161A, Q7161-64001).

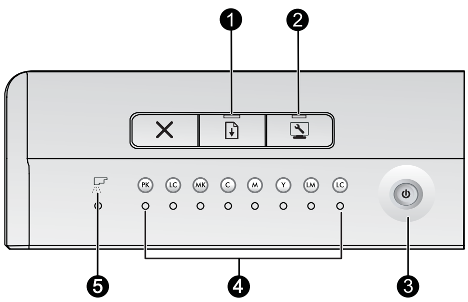
Environmental statements

For Environmental Stewardship information, see the onscreen Help. To learn how to access the onscreen Help, see Find more information.

English

A Error states and indicator light behavior

The lights on the printer flash to inform you about the printer status and various error conditions. Refer to this table to determine what the flashing lights mean or to solve your error condition based on which lights are on or flashing. For detailed information on troubleshooting, see the onscreen Help or the animated Quick Start Tutorial.



1	Resume light
2	Toolbox light
3	On light
4	Ink cartridge lights
5	Printhead light

NOTE: If all indicator lights are off, then the printer is off. Press the **On** button to turn on the printer.

Light	Status	Meaning
On light	On	The printer is on and ready to print.
	Flashing quickly	The specialty media tray or one or more printer doors are open. **Solution:** Close the tray and the printer doors before printing.
	Flashing slowly	The printer is busy printing, processing information, or powering on or off.
Resume light	Flashing quickly	• Paper is not loaded in the main tray or the specialty media tray. **Solution:** Load paper in the tray from which the print job was initiated. • The printer cannot feed paper from the paper tray specified for the current print job. **Solution:** Make sure the **Paper Source** setting in the printer driver is set correctly. If you are printing from the main tray, the specialty media tray must be raised. • The printer might have a paper jam. **Solution:** Clear the paper jam. For information see Error message: There is a paper jam. Clear jam then press the Resume button on the printer. • There is a paper-size mismatch. **Solution:** Make sure the paper-size setting in the driver matches the media size loaded in the tray.
Ink cartridge lights	On	The corresponding ink cartridges may be low on ink. **Solution:** You may need to replace the indicated ink cartridges soon. For more information, see Error message: Replace cartridges soon.
	Flashing	The corresponding ink cartridges may be depleted of ink, damaged, missing, or incompatible.

English

		Solution: Make sure all eight ink cartridges are compatible with the printer and are installed correctly. If a "Cannot print" error message is displayed on your computer screen, replace the indicated ink cartridges. For more information, see Error message: Cannot print. If a "Cannot print" error does not appear on your computer screen and the ink cartridges are correctly installed, the indicated ink cartridges may be damaged. Check to see if your ink cartridge is still under warranty: • If the end of warranty date has been reached, purchase a new ink cartridge. • If the end of warranty date has not been reached, contact HP support. For more information, see HP support.
Printhead light	On	The printer is busy servicing, aligning the printheads, or performing color calibration.
Ink cartridge lights **Printhead** light	• **Ink cartridge** lights: Flashing (two cartridge lights corresponding to the colors that serve the affected printhead) • **Printhead** light: Flashing	One or more printheads are missing, not detected, damaged, or incompatible. **Solution:** Make sure the indicated printhead is installed correctly and the printhead assembly cover is closed and latched. If the printhead is installed correctly but the lights continue to flash, the printhead may be damaged. Contact HP support for special instructions on troubleshooting printhead problems.
Toolbox light	Flashing quickly	The printer was unable to open the Toolbox (Windows)/HP Printer Utility (Mac) on the computer screen. **Solution:** Make sure the computer is on and connected to the printer, and then press the **Toolbox** button again. If the Toolbox (Windows)/HP Printer Utility (Mac) does not open, try restarting the computer and then pressing the **Toolbox** button again. If the Toolbox (Windows)/HP Printer Utility (Mac) still does not open, reinstall the printer software.
	Flashing slowly	The printer is busy opening the Toolbox (Windows) or HP Printer Utility (Mac) on the computer screen.
All lights	Flashing quickly	The printer has an irrecoverable hardware error. **Solution:** Turn off the printer, and then unplug the power cord from the back of the printer. Wait 30 seconds and then plug the printer back in and turn it on. If all of the printer lights continue to flash, go to www.hp.com/support or contact HP support.

B Specifications

This section lists the minimum system requirements for installing the HP Photosmart printer software, and provides selected printer specifications.

English

System requirements

Component	Windows	Mac
Operating system	Microsoft® Windows XP, Windows Vista	Mac OS X v10.3.9, v10.4, and v10.5
Processor	**Minimum**: A modern 1 GHz 32-bit (x86) or 64-bit (x64) processor or higher **Recommended**: 2 GHz or higher	**Minimum**: PowerPC with G4, G5, or Intel® Core processor **Recommended**: PowerPC with G5 2 GHz or Intel® Core Duo processor
RAM	Windows XP and Vista Home: 512 MB minimum; 1 GB recommended All other versions of Windows Vista: 1 GB minimum; 2 GB recommended	**Minimum**: 512 MB **Recommended**: 1 GB
Free disk space	**Minimum**: 400 MB (Windows XP) ; 800 MB (Windows Vista)	**Minimum**: 150 MB
CD-ROM drive	Required	Required
Browser	Microsoft Internet Explorer 5.01 with SP2 or later	Any browser
USB	USB port (Cable not included)	USB port (Cable not included)

Printer specifications

Category	Specifications
Connectivity	USB 2.0 High speed
Environmental specifications	**Recommended during operation**: 15–35° C (59–95° F), 20–80% RH **Maximum during operation**: 5–40° C (41–104° F), 5–95% RH **Storage temperature range**: -30–65° C (–22–149° F)
Power consumption	**Printing**: 30 W (Average) **Sleep mode**: Less than 6 W **Off**: Less than 1 W (Average)
Power cord model number	**Europe**: 8121-1022 (Switzerland), 8121-1017 (United Kingdom, Ireland), 8121-1011 (Denmark), 8121-1015 (all other countries in Europe including Russia and Turkey) **North America**: 8121-1023 (United States, Canada) **Asia**: 8121-0769 (Japan), 8121-1019 (China), 8121-1020 (Taiwan), 8121-1017 (Hong Kong, Singapore), 8121-1015 (Korea), 8121-1013 (India), 8121-1014 (Thailand), 8121-1015 (Russia, Turkey) **Africa**: 8121-1028 **Middle East**: 8121-1032 (Israel), 8121-1015 (all other countries) **Oceania**: 8121-1016 (Australia, New Zealand)
USB support	Microsoft Windows XP Home, XP Professional, and Vista Mac OS X v 10.3.9, v10.4, and v10.5 HP recommends that the USB cable be less than 3 meters (10 feet) in length

Media specifications

Category	Specifications
Media specifications	**Maximum length (main tray)**: 483 mm (19 inches) **Maximum length (specialty media tray)**: 1118 mm (44 inches) **Maximum width**: 330 mm (13 inches) **Maximum weight for main tray**: 220 gsm, non-rigid media **Maximum thickness for specialty media tray**: 0.7 mm, one sheet at a time
Media sizes	**Supported sizes** 7.6 x 12.7 cm to 33 x 111.8 cm (3 x 5 inches to 13 x 44 inches), including: **Metric**: 10 x 15 cm (with or without tab), Panorama 10 x 30, 13 x 18 cm, A3, A4, A5, A6, B4, B5, E **Imperial**: Index card 3 x 5 inches, Index card 4 x 6 inches, Index card 5 x 8 inches, 3.5 x 5 inches, 4 x 6 inches (with or without tab), Panorama 4 x 10 inches, Panorama 4 x 11 inches, Panorama 4 x 12 inches, 5 x 7 inches, 8 x 10 inches, 11 x 14 inches, 11 x 17 inches, 12 x 12 inches, 13 x 19 inches **U.S.**: Letter, Legal, Executive, Tabloid **Japan**: L, 2L, Hagaki, Ofuku Hagaki **Envelopes**: Envelope No. 10, A2 envelope, C6 envelope, DL envelope **Banner paper**: Up to 13 x 44 inches **NOTE:** To learn how to print banners, please visit the Resource Center on the HP Professional Photography Web site at www.hp.com/go/prophoto. Select your country at the top of the page.
Paper tray capacity	**Main tray** 200 sheets of plain paper 60 sheets of photo paper **Specialty media tray** 1 sheet of any media up to 0.7 mm thick **Output tray** 50 sheets of plain paper 20 sheets of photo paper

English

C HP Warranty

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the “end of warranty” date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Printheads	1 year

A. Extent of limited warranty
1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
2. For software products, HP’s limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error free.
3. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
   a. Improper maintenance or modification;
   b. Software, media, parts, or supplies not provided or supported by HP;
   c. Operation outside the product's specifications;
   d. Unauthorized modification or misuse.
4. For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
5. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
9. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
10. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

B. Limitations of warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of liability
1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local law
1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
   a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
   b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
   c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
3. THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Limited Warranty

Dear Customer,

You will find below the name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.

Ireland: Hewlett-Packard Ireland Ltd. 30 Herbert Street IRL-Dublin 2
United Kingdom: Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN

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English

www.hp.com/support

Africa (English speaking)	+27 11 2345872
Afrique (francophone)	+33 1 4993 9230
021 672 280	الجزائر
Argentina (Buenos Aires)	54-11-4708-1600
Argentina	0-800-555-5000
Australia	1300 721 147
Australia (out-of-warranty)	1902 910 910
Österreich	+43 0820 87 4417
17212049	البحرين
België	+32 070 300 005
Belgique	+32 070 300 004
Brasil (Sao Paulo)	55-11-4004-7751
Brasil	0-800-709-7751
Canada	1-(800)-474-6836 (1-800 hp invent)
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Česká republika	810 222 222
Danmark	+45 70 202 845
Ecuador (Andinatel)	1-999-119 ☏ 800-711-2884
Ecuador (Pacifitel)	1-800-225-528 ☏ 800-711-2884
(02) 6910602	مصر
El Salvador	800-6160
España	+34 902 010 059
France	+33 0892 69 60 22
Deutschland	+49 01805 652 180
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603
Ελλάδα (εντός Ελλάδας)	801 11 75400
Ελλάδα (από Κύπρο)	800 9 2654
Guatemala	1-800-711-2884
香港特別行政區	(852) 2802 4098
Magyarország	06 40 200 629
India	1-800-425-7737
India	91-80-28526900
Indonesia	+62 (21) 350 3408
+971 4 224 9189	العراق
+971 4 224 9189	الكويت
+971 4 224 9189	لبنان
+971 4 224 9189	قطر
+971 4 224 9189	اليمن
Ireland	+353 1890 923 902
1-700-503-048	ישראל
Italia	+39 848 800 871

Jamaica	1-800-711-2884
日本	+81-3-3335-9800
0800 222 47	الأردن
한국	1588-3003
Luxembourg (Français)	+352 900 40 006
Luxemburg (Deutsch)	+352 900 40 007
Malaysia	1800 88 8588
Mauritius	(262) 262 210 404
México (Ciudad de México)	55-5258-9922
México	01-800-472-68368
081 005 010	المغرب
Nederland	+31 0900 2020 165
New Zealand	0800 441 147
Nigeria	(01) 271 2320
Norge	+47 815 62 070
24791773	عُمان
Panamá	1-800-711-2884
Paraguay	009 800 54 1 0006
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Reunion	0820 890 323
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Россия (Москва)	095 777 3284
Россия (Санкт-Петербург)	812 332 4240
800 897 1415	السعودية
Singapore	+65 6272 5300
Slovensko	0850 111 256
South Africa (RSA)	0860 104 771
Suomi	+358 0 203 66 767
Sverige	+46 077 120 4765
Switzerland	+41 0848 672 672
臺灣	02-8722-8000
ไทย	+66 (2) 353 9000
071 891 391	تونس
Trinidad & Tobago	1-800-711-2884
Türkiye (İstanbul, Ankara, İzmir & Bursa)	444 0307
Україна	(044) 230-51-06
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United Kingdom	+44 0870 010 4320
United States	1-(800)-474-6836
Uruguay	0004-054-177
Venezuela (Caracas)	58-212-278-8666
Venezuela	0-800-474-68368
Viêt Nam	+84 88234530